

**ASRS Database Report Set**

**COVID-19 Related Events**

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Report Set Description.....Reports from flight crews, flight attendants, controllers, mechanics, dispatchers, ground personnel and others regarding COVID-19 related issues.

Update Number.....4

Date of Update .....January 7, 2022

Number of Records in Report Set.....1,957

Records within this Report Set have been screened to assure their relevance to the topic.

National Aeronautics and  
Space Administration

**Ames Research Center**  
Moffett Field, CA 94035-1000



TH: 262-7

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

**SUBJECT: Data Derived from ASRS Reports**

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

ASRS reports are submitted voluntarily. Such incidents are independently submitted and are not corroborated by NASA, the FAA or NTSB. The existence in the ASRS database of reports concerning a specific topic cannot, therefore, be used to infer the prevalence of that problem within the National Airspace System.

Information contained in reports submitted to ASRS may be clarified by further contact with the individual who submitted them, but the information provided by the reporter is not investigated further. Such information represents the perspective of the specific individual who is describing their experience and perception of a safety related event.

After preliminary processing, all ASRS reports are de-identified and the identity of the individual who submitted the report is permanently eliminated. All ASRS report processing systems are designed to protect identifying information submitted by reporters; including names, company affiliations, and specific times of incident occurrence. After a report has been de-identified, any verification of information submitted to ASRS would be limited.

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

A handwritten signature in cursive script that reads "B. Hooey".

Becky L. Hooey, Director  
NASA Aviation Safety Reporting System

## CAVEAT REGARDING USE OF ASRS DATA

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

Moreover, not all pilots, controllers, mechanics, flight attendants, dispatchers or other participants in the aviation system are equally aware of the ASRS or may be equally willing to report. Thus, the data can reflect **reporting biases**. These biases, which are not fully known or measurable, may influence ASRS information. A safety problem such as near midair collisions (NMACs) may appear to be more highly concentrated in area “A” than area “B” simply because the airmen who operate in area “A” are more aware of the ASRS program and more inclined to report should an NMAC occur. Any type of subjective, voluntary reporting will have these limitations related to quantitative statistical analysis.

One thing that can be known from ASRS data is that the number of reports received concerning specific event types represents the **lower measure** of the true number of such events that are occurring. For example, if ASRS receives 881 reports of track deviations in 2010 (this number is purely hypothetical), then it can be known with some certainty that at least 881 such events have occurred in 2010. With these statistical limitations in mind, we believe that the **real power** of ASRS data is the **qualitative information** contained in **report narratives**. The pilots, controllers, and others who report tell us about aviation safety incidents and situations in detail – explaining what happened, and more importantly, **why** it happened. Using report narratives effectively requires an extra measure of study, but the knowledge derived is well worth the added effort.

# Report Synopses

ACN	Synopsis
1845121	Air carrier Captain reported that pilots and flight attendants are experiencing stress and reduced quality of life due to the upcoming deadline to either get the COVID-19 vaccination or be terminated from employment. Reportedly, this contributes to reduced margins of safety during flight operations.
1845110	Pilot reported safety concerns related to inadequate staffing that could result if employees take leave in order to not comply with the company's vaccine mandate.
1844831	Air carrier Captain reported an altitude deviation during descent and cited distraction due to the vaccine mandate being a contributing factor.
1843945	Ramp employee reported that pushback ramp crew members have expressed concern about being distracted due to the company's vaccine mandate which could lead to unsafe conditions.
1843434	Flight Attendant reported the company attendance procedure could result in flight attendants who are COVID-19 positive reporting for work instead of calling in sick.
1841178	GA Single Pilot reported an NMAC event with departure traffic while entering landing pattern. The temporary Tower without radar access was a contributing factor.
1840165	Pilot reported confusion during taxi for takeoff and lined up on the wrong runway for departure from STS airport. ATC notified pilot and the pilot taxied to the correct runway.
1839448	Air carrier First Officer reporter getting a distracting message during taxi into the gate regarding a company requirement to report vaccination status. Reporter stated the distraction caused them to deviate from their flow.
1838957	Air carrier First Officer reported RCTP airport customs COVID-19 procedure requires people being sprayed with a 75% alcohol mixture, yet the bottle label reads Chlorine Dioxide.
1838144	Captain reported passengers refused to obey the face mask policy in flight, which was a safety concern because of the distraction created during critical phases of flight.
1838059	A321 First Officer reported descending below minimum altitude on approach and receiving a GPWS obstacle alert. Reporter stated lack of recent experience and practice using the various navigation equipment contributed to the event.
1837600	Air carrier First Officer reported failing to notice the final weights had not been sent and inadvertently used old data. The reporter stated they were distracted by company communications regarding vaccination requirements.
1836981	TRACON Controller reported an airborne conflict and possible descent below minimum altitude occurred when the controller became distracted with the data position, social distancing requirements and supervising a trainee.
1833778	Air Carrier Captain reported a delay followed by a cancelled flight due to a discrepancy between the Captain's and First Officer's altimeters on a previous flight which lead to maintenance action.
1832870	Flight Attendant reported fatigue and being unable to perform duties due to multiple return to gate incidents and plane swaps.
1832401	B737-800 Flight Attendant reported a fumes event described as a musty odor during initial climbout. Reporter stated face masks hindered the crew communication and ability to smell.
1832269	Air carrier First Officer reported experiencing stress and anxiety resulting from working while being unvaccinated and the company requiring employees to be vaccinated.
1832225	ATC Controller reported during a position change with another controller, two aircraft entered into an airborne conflict situation. The conflict was not immediately noticed because the ATC personnel were social distancing.
1828650	Captain reported long delay due to fuel imbalance and thrust reversers inhibited caused by human factors during return to service from long term storage.
1828418	Air Carrier Captain reported observing a critical ground conflict at ORD airport when Runway 22R was being used as a taxiway.
1827915	Flight Attendant reported an increase in mask non-compliance during flight operations and requested additional guidance.
1827469	TRACON Controller working busy combined arrival sectors descended an aircraft from 6,000 feet to 5,000 feet which caused a conflict with another aircraft.
1824040	Air carrier Captain reported an overweight landing at destination airport caused by failure to monitor fuel burn during flight. Captain cited rusty pilot skills caused by COVID inactivity as a contributing factor.
1823508	CRJ-900 Captain reported that during arrival with an inoperative APU, the fueler hooked up and began his upload prior to the engine being shut down or gate power applied, causing the Captain to secure the engine and order the fueler to discontinue fueling. He further stated that COVID had impacted the currency of training and compliance with procedures.
1823021	Air carrier Flight Attendant reported passenger misconduct related to COVID-19 mask requirements.
1822478	A Tower controller and flight crew reported the flight crew departed an airport with a closed tower without approval for release from the ARTCC. The Tower Controller reported they failed to advise the flight crew to hold for release after issuing their clearance prior to Tower closing.
1821087	Air Carrier Flight Attendant crew reported a fume event during flight which resulted in physiological symptoms.
1820895	First Officer reported a rejected take off after mishearing a take off clearance as theirs, that was meant for another aircraft.

ACN	Synopsis
1819894	TRACON Controller reported they issued a 360 degree vector for sequencing to an aircraft and failed to notice that it put the aircraft into conflict with traffic at the adjacent sector. The Controller noted a lack of proficiency at working busy periods due to the recent reduced air traffic due to COVID-19.
1818631	Flight Instructor reported mistakenly taking off without clearance which led to an NMAC event with another aircraft taking off.
1818078	B-757 Captain reported aircraft being returned to service from long term storage suffered an auto throttle malfunction on climb out and subsequently learned that later flights had the same problem.
1818033	A TRACON Controller reported they forgot to handoff an aircraft to Departure Controller.
1817315	Air Carrier Flight Attendant reported electrostatic cleaning fumes linger on to preflight and boarding of subsequent flight.
1817229	B737-800 flight crew reported a clearance deviation due to automation mismanagement and CRM issues.
1816701	Small aircraft instructor and student reported momentary incursion of ORD Class B airspace, citing lack of recent flying experience as contributing factor.
1815953	A Single Light Aircraft Pilot, with low flight time because of the pandemic, reported a NMAC turning final after getting confused because of similar call signs. The Tower controller separated the aircraft and a normal landing was accomplished.
1815931	Technician reported a coworker struggled with a main wheel brake change and made errors during installation, even with help, possible due to lingering COVID issues.
1815340	CRJ-200 flight crew reported failing to include the jumpseater in the weight and balance calculations.
1815317	Captain reported passing the hold short lines on a taxiway due to distractions from helping his First Officer with tasks.
1814641	Light aircraft pilot reported a runway incursion during taxi and cited lack of current flying experience due to COVID restrictions as a contributing factor.
1814273	Air Carrier flight crew reported incorrect taxi clearance was issued by ATC and cited possible staffing issues at the controlling facility as a contributing factor.
1813720	Air Carrier Flight Attendant reported a fume event while waiting to board passengers resulting in physiological symptoms.
1812538	Air carrier flight crew reported turbulence and weak aircraft familiarity, resulted in airspeed mismanagement and confusion.
1811045	Air carrier flight crew on short final to LAS reported a go-around due to a TCAS/RA Alert for a VFR helicopter.
1811010	Fractional jet crew reported their HF Radio did not work during a flight through non radar airspace so they relayed required position reports through other aircraft.
1810679	Air carrier Captain reported numerous interruptions caused distractions during pre-departure checks and caused concern over following published procedures.
1810630	ZJX Center Controller reported an aircraft started a climb due to incorrect readback/hearback which resulted in a loss of standard separation.
1810171	Air carrier flight crew reported an airborne conflict resulting in a TCAS RA.
1809981	Air carrier flight crew reported deviations from standard practices due to distractions in the cabin, causing check list omissions.
1809587	Air Carrier Dispatcher reported a communication breakdown with Maintenance regarding Thermal Containment Bag replacement.
1809572	Air Carrier pilot reported excessive frequency congestion at EWR airport due to VFR transitioning aircraft using the same Tower frequency as arrival and departure traffic. The reporter stated these operations used to have separate frequencies to alleviate the congestion.
1809171	A319 Captain Check Airman re-qualifying another Captain reported the Captain failed to comply with a crossing restriction issued by ATC during approach.
1809013	A Center Controller reported they assumed adjacent sectors were combined but they were not, which resulted in an airspace violation and two aircraft on conflicting routes entering the next facility sector.
1808926	Technician reported confusion in signing off items when returning an aircraft to service after storage.
1808495	B737-700 flight crew reported confusion and communications problems during push back and taxi.
1808147	Private Pilot reported runway incursion occurred during taxi and cited being new to the airport as a contributing factor.
1808027	Air carrier flight crew reported an unstabilized approach due to lack of recent flying experience, weather, and ATC instructions.
1807842	Single Private Pilot reported, after a year away from flying due to COVID-19, not following proper IFR communication procedures after departure.
1806767	Air carrier flight crew reported being advised the aircraft had a reported tail strike that they had not noticed, and distractions from wearing masks to do required checks.
1806496	Center Controller reported not being able to talk to an aircraft and the prior sector was having difficulties which left the aircraft high at a crossing restriction.
1806206	Air carrier Captain reported being high on a STAR and asking ATC for relief.
1805938	Captain reported a Flight Attendant distracted the flight deck crew during the landing rollout to inform them a passenger was not conforming to face mask policy.

ACN	Synopsis
1805820	GA pilot and ATC Tower personnel reported the pilot departed from a taxiway resulting in a conflict. Pilot cited lack of flying as a contributing factor.
1805497	Air Carrier Ramp Agent reported concerns with having to wear a face mask outside when the weather is getting hot making it difficult to breathe.
1805450	TRACON Controller reported a loss of separation between an air carrier and a small aircraft and cited staffing issues as a contributing factor.
1805270	Air carrier Captain reported the PF overshot the assigned altitude during arrival and attributed it to fatigue, workload and the PF had not flown in a year.
1805214	Corporate aircraft Captain reported overshooting assigned altitude during departure due to a late ATC Clearance. Captain also cited lack of flying as a contributing factor.
1805208	Small Transport aircraft pilot reported not making a crossing restriction during approach due to numerous distractions.
1805069	Air carrier flight crew reported a speed deviation under Class Bravo and then overshooting assigned altitude. The Captain cited lack of flying as a contributing factor.
1804991	Air carrier Captain and a Flight Attendant reported a Flight Attendant was still standing during takeoff roll due having to deal with a passenger not complying with face mask policy.
1804290	Air Carrier Captain reported the crew was to conduct an in-flight check of an aircraft that had been parked during the pandemic for an extended period of time. The type of maintenance check was written unclearly.
1803706	Air carrier flight crew reported a taxiway incursion and cited communication problems with ATC as a contributing factor. Reportedly, the Controller's instructions sounded muffled due to wearing a face mask.
1803545	Lead Ramp Serviceman reported lack of equipment sanitation due to on-time departure pressure and working with different personnel throughout the airport.
1803488	GA pilot reported violating a Class C airspace while dealing with a flap malfunction.
1802841	Air Carrier flight crew reported a speed deviation occurred during the SID procedure and stated that a prolonged period of time off for both pilots was the main cause.
1802831	A321 Captain reported a flight attendant notified them the ovens were turned off due to odor in forward galley.
1802729	Air carrier flight crew reported an altitude deviation caused by lack of recent flight experience, fatigue and three clearance changes before departure.
1802697	Air carrier First Officer reported the lack of recent experience caused the improper use of SOP's during a takeoff configuration irregularity.
1802516	Captain reported an altitude deviation during departure.
1802440	Air carrier Captain reported a track heading deviation during cruise after instituting a 2 mile right offset as a SLOP while still under radar contact. Captain cited lack of flying as a contributing factor.
1802425	Air carrier Captain reported not performing the Before Taxi Checklist and subsequently had not set the flaps to the takeoff setting prior to moving the aircraft. Reporter cited distraction from dealing with face mask issues in the cabin area may have contributed to the event.
1802319	Air carrier flight crew reported an altitude and track heading deviation during approach to an international airport. The crew stated this sequence of flights, since the COVID-19 pandemic started, are very long and fatiguing which may have been a factor in the event.
1801802	Air carrier Captain and a Flight Attendant reported a passenger's child was resisting wearing a face mask. After this problem started the parent then stated the child was under 2 and did not need to wear the face mask.
1801646	B737 MAX Captain reported that the CAT III Placard was not visible to the flight crew due to the cockpit displays not configured properly by Maintenance.
1801444	Technician reported being advised of signing off for work that was not completed. Technician cited COVID-19 pandemic related worry and distraction as contributing factors.
1801390	Flight Attendant reported health concerns for the crew and passengers having to wear face masks after the APU was inoperative and the cabin temperature was hot.
1801314	Air Carrier flight crew reported selecting the incorrect flap setting during a go-around maneuver. The Captain stated lack of flying was a contributing factor.
1801086	Air carrier flight crew reported an altitude overshoot during departure and cited the aircraft being light and lack of flying as contributing factors.
1801034	Center Controller working combined position reported communication issues with an aircraft after being distracted by a nearby manager having a loud conversation.
1801032	Ground Controller reported safety concerns with working combined positions, being overworked and under staffed especially in weather conditions.
1800917	Air Carrier First Officer reported an altitude deviation during approach caused by possible fatigue, a late runway change and lack of recent flying experience during the pandemic.
1800908	Air carrier Captain reported final configuration was not accomplished until 700 feet which is not in accordance with the manual.
1800902	Air carrier flight crew and a Flight Attendant reported a minimum crew issue prior to boarding of deadheading flight attendants and pilots.
1800896	Pilot reported the ATC Tower at POU airport closed mid-afternoon during the COVID-19 pandemic, but unbeknownst to the reporter; the Tower had returned to normal hours of operation during this flight. Reportedly, there was no notice or NOTAM advising of the change.

ACN	Synopsis
1800795	Pilot reported communication issues with ATC left them too high near their destination and stated the Controller was overworked and understaffed.
1800683	Air Carrier Captain reported over-speeding the aircraft and cited lack of flying as a contributing factor.
1800391	Center Controller reported an unsafe shift due to weather and lack of staffing resulting in handoff and separations issues.
1800382	Private pilot reported a taxiway incursion and cited lack of flying and being distracted dealing with a flooded engine as contributing factors.
1800325	Maintenance Technician reported one of their aircraft was found to have wiring issues causing the ADS-B to malfunction. The aircraft had been in storage for an extended time period.
1800229	Air carrier First Officer reported safety related concerns with flying into and out of a challenging foreign airport. Reporter cited lack of flying, training and fatigue inducing scheduling all increase the risk of flying into this location.
1800220	Air carrier Captain reported that a foreign airport under COVID-19 closure scheduling does not allow for proper pre-flight procedures.
1800194	Air carrier First Officer reported safety and health concerns with personnel having to wear face masks.
1800138	Air carrier flight crew reported the First Officer inadvertently turned off the number one engine rather than engine number 2 during taxi-in resulting in a momentary EGT spike. Both crew members cited lack of flying as a contributing factor.
1800041	Center Controller reported safety concerns with having to wear face masks while on position. Controller referenced the face mask is distracting and make instructions difficult for pilots to understand.
1800020	Center Controller reported that due to COVID-19 cleaning, four separate data input keyboards were not functioning properly.
1800010	Center Controller reported that the ZZZ Center Contingency Plan was not followed for COVID -19 ATC cleaning of an underlying Approach facility.
1799974	GA pilot reported not being able to activate an IFR Flight plan due to ATC not having it on file. An adjacent ATC facility could not provide help either. Pilot also reported entering Class Bravo airspace unintentionally after misreading the aircraft's new GPS system.
1799715	Air Carrier First Officer reported not following company communication procedures and cited lack of flight time between training and actual OE flight as a contributing factor.
1799711	Air Carrier Captain reported a track deviation and cited lack of flying by both pilots contributed to the event.
1799646	Air Carrier Captain reported an altitude deviation during arrival. Captain cited the First Officer's lack of flying and being distracted by a PA as contributing factors.
1799488	Corporate pilot reported a track heading deviation after misprogramming the FMS resulting in two fixes being dropped from the route. Pilot cited time pressure and lack of recent flying as contributing factors.
1799448	Air carrier Captain reported finding out a FAA facility was going to close via personal sources rather than through the flight release information.
1799300	Flight Instructor reported a student flew a cross country flight without having the correct solo endorsement.
1799163	Air carrier flight crew reported not filing correct paperwork for a tow bar that broke during pushback. The Captain stated lack of flying contributed to the oversight.
1799131	Air carrier Captain reported a ramp incursion resulting in a conflict and cited lack of flying as a contributing factor.
1799109	Center Operations person reported procedural confusion when they took over the operations of a TRACON facility that went ATC Zero due to COVID-19 cleaning.
1799099	Controller reported similar calls signs may have contributed to an aircraft taking another aircraft's assigned altitude. Controller also cited staffing issues as a contributing factor.
1799076	GA pilot reported a conflict after being told to cross a runway, and while crossing observed an aircraft on short final. Pilot cited distraction and ATC staffing as contributing factors.
1799059	Pilot reported having to ask Controller several times if they were cleared to land during approach. Reporter stated the Controller was probably overwhelmed working three positions/frequencies at the same time.
1799039	Ramp employee reported that passenger counts and baggage are increasing, but there are not enough piers open to safely accommodate baggage handling.
1798864	Air Carrier Captain reported a father with two children were non-compliant with face mask policy during the flight.
1798851	ATC Ground Controller reported giving incorrect taxi instructions to a crew resulting in a ground conflict. Controller reported the crews had not flown into their airport in a while due the COVID-19 pandemic, which may have contributed to the event.
1798850	ATC TRACON Controller reported an airborne conflict and cited short staffing levels due to COVID-19 scheduling as a contributing factor.
1798768	Flight Attendant reported after the aircraft had been sanitized a strong odor remained for a lengthy period of time resulting in throat and eye irritation.
1798714	Air Carrier Captain reported confusion regarding medical certification expiration date in reference to the COVID-19 extension.
1798389	GA pilot reported a loss of communication with the ATC Center resulting in an ADS-B traffic alert. Reporter cited possible COVID-19 related ATC staffing issues may have contributed to the event.



ACN	Synopsis
1798303	Air Carrier Dispatcher reported the aircraft returned to the gate to load a shipment of vaccine that was initially forgotten.
1798292	Air Carrier flight crew reported entering incorrect performance data and cited being rushed for takeoff and FO's lack of flying as contributing factors.
1798250	Air carrier flight crew reported an unstable approach and a hard landing. Both pilots reported lack of flying as a contributing factor.
1798043	Center Controller reported trying to move sector positions to help accommodate COVID-19 cleaners but ran into problems with the voice switches and frequencies not being configured correctly.
1798025	Local Controller who was in the 2 minute relief window observed a runway incursion that resulted in a ground conflict and cited COVID-19 related taxi procedure as a contributing factor. A Captain of one the the aircraft also reported the event and stated communication issues with ATC a factor.
1797439	Flight Attendant reported the aircraft cleaners were slipping onboard to clean the aircraft before the passengers were completely off. One last passenger, resembling a cleaner, remained intermixed with crew and cleaners during the crew's exit.
1797291	Air Carrier jumpseat pilot reported the First Officer on this flight insisted the jumpseater wear a face mask throughout the flight. Reporter described safety related concerns with having to wear the face mask including fogging of glasses, communication problems, and issues associated with putting on the O2 mask in case of a rapid decompression.
1796771	Flight Instructor reported being unaware of the 48 hour no fly rule and instructing the day after being vaccinated for COVID-19.
1796483	Air Carrier First Officer reported fatigue related concerns with the scheduling of particular international flights since the COVID-19 pandemic began.
1796448	Air Carrier First Officer reported a flap overspeed during visual approach. It was the First Officer's first flight after being out due to furloughs.
1796399	Center Controller reported an aircraft was in severe turbulence and was descended out of the altitude for safety. Reported stated it was a difficult situation to deal with due to COVID scheduling/staffing and working a combined position.
1796383	TRACON Controller reported having to make a configuration change but the data tags did not change to the correct airport configuration, making the reporter move quickly to a close by position and sharing the scope.
1796375	Center Controller reported having a loss of separation after assuming a busy sector from a training team.
1796374	TRACON Controller reported the facility went to ATC Zero after someone tested positive for COVID-19. Controller stated they were moved to the Local Tower and worked from there. Reporter advised the move could have been delayed to a non-busy time due to everyone already being exposed.
1796147	Corporate Captain reported an altitude deviation during approach and cited lack of flying as a contributing factor.
1796133	Single pilot reported unable to understand the Controller's instruction clearly due to the pilot's face mask interfering with the over ear headset.
1796125	Air Carrier Captain reported difficulty understanding Center controllers and believes the problem maybe the controllers are wearing face masks.
1796107	Corporate Captain reported an altitude deviation that caused an airborne conflict (TA) and cites Controller/Pilot communication and the First Officer's (PF) lack of flying as contributing factors.
1795928	Air Carrier Administration Office employee reported a pilot's FAA Medical Certificate was erroneously marked as expired during the COVID-19 extension period.
1795884	Air carrier flight crew reported missing re-setting the auto-brake system before takeoff and cited dealing with a passenger not complying with face mask policy as a contributing factor.
1795543	TRACON Controller reported having an aircraft that wanted one approach, but the tower was closed and the approaches were set up for the opposite direction. Controller reported possibly confusing pilot with clearances.
1795514	Air taxi First Officer reported an altitude deviation during arrival and cited short staffing, fatigue and stress due to the COVID-19 pandemic as contributing factors.
1795437	Flight Attendant reported the Captain did not give a crew briefing after the Flight Attendant asked for social distancing.
1795393	Air Carrier flight crew reported a track heading deviation during approach due to communication issues with ATC. The First Officer cited the Captain wearing a face mask on the flight deck may have contributed to the communication problems with ATC and between them.
1795292	Two air carrier captains reported delays due to incorrect MEL procedures performed by maintenance and a passenger not complying with face mask policy.
1795238	Corporate Captain reported the Controller was working 6 frequencies at once and issued an incorrect altitude clearance.
1795121	Air carrier First Officer reported a failure to notify the Captain that the aircraft's speed was exceeding the clearance limit during climbout. First Officer cited lack of flying as a contributing factor.
1795019	Air Carrier Captain reported an altitude deviation and explained the PF had been on reserve and flown little in the last two months which may have contributed to the event.

ACN	Synopsis
1794882	Air Carrier First Officer reported a track heading deviation and an altitude deviation during approach resulting in an RA event and cited lack of flying contributed to the event.
1794877	Air Carrier First Officer reported an altitude deviation and cited the Captain being new to the aircraft and both pilots' lack of flying contributed to the event.
1794806	TRACON Controller reported being distracted by attempting to put on a mask and did not issue important traffic to an air carrier on final. Tower Controller reported issuing traffic to an arrival about an unknown aircraft that was pointed out to the TRACON, but the TRACON Controller never advised the Tower Controller.
1794733	Flight Attendant reported after almost an entire year of being on extended leave of absence during COVID-19 schedule reductions, the disruption of routine led the FA to forget the safety briefing for the exit row passengers.
1794666	Air Carrier flight crew reported not following SOPs during the takeoff and departure phase and forgetting to select VNAV mode resulting in a delayed flap retraction. Captain stated lack of flying contributed to the event.
1794548	ATC Controllers reported an airborne traffic conflict due to changes to the base altitude of the restricted airspace. A Controller stated it is difficult to keep informed of changes and stay proficient because controllers are working several different positions for short periods.
1794546	Center Controller reported having difficulty communicating with pilots while wearing a face mask and stated that the requirement to wear face masks causes distractions and limits the ability to safely conduct air traffic control procedures.
1794436	Air Carrier Captain reported during pre-flight duties the crew noticed dusting in the air and believed it to be spray for COVID. Captain was told by Maintenance to shut down and vacate the aircraft.
1794252	Flight Attendant reported it is too early to expand the inflight service. There are too many passengers with face masks down, talking with masks down, and social distancing issues during the inflight service.
1794232	Air Carrier Captain reported an error regarding passenger seating location and took off with an incorrect passenger count.
1794158	Air carrier flight crew reported a track heading deviation during approach and cited lack of flying as a contributing factor.
1794131	Corporate Jet Captain reported exceeding the 250 knot speed restriction below 10,000 feet and cited lack of flying as a contributing factor.
1793995	Air Carrier First Officer reported an unstabilized approach and cited not using SOPs and missing call outs from the Captain as contributing factors.
1793982	Air carrier Captain reported the ATC Center Controller was difficult to understand because the individual was wearing a required face mask.
1793963	Air carrier flying pilot reported an altitude deviation during arrival and cited lack of flying as a contributing factor.
1793950	Air Carrier Captain reported passengers not conforming with face mask policy during flight and had personnel meet the aircraft on arrival.
1793948	Air carrier flight crew reported an altitude deviation during departure and cited lack of flying as a contributing factor.
1793482	Air carrier Captain reported a hazardous material documentation issue while attempting to transport a vaccine.
1793425	Pilot reported overshooting an altitude on departure and attributed the event to lack of recent flying and poor use of HUD.
1793420	Air Carrier flight crew reported a critical ground conflict occurred during taxi out and stated they were not advised by Ground Control of the approaching aircraft.
1793331	TRACON Controller reported a pilot questioned a heading clearance and cited a possible muffled transmission due to wearing a face mask as a factor.
1793301	Pilot reported not having flown in a while, having difficulty finding an airport, and having issues with ATC.
1793152	Air Carrier flight crew reported an altitude deviation due to a misunderstanding of ATC instructions. The crew cited lack of flying as a contributing factor.
1793055	Flight Attendant reported the aircraft cleaners are not adhering to the social distancing policy.
1792823	Air carrier Captain reported entering the ramp without contacting ramp control and cited as contributing a confusing clearance and non-standard operations at airports where ramp control is frequently out of service due to COVID-19.
1792640	Center Controller reported an airborne conflict and cited staffing issues due to COVID-19 as a contributing factor.
1792566	Flight Attendant reported forgetting to brief the exit row and cited not flying for five months as a contributing factor.
1792508	Air carrier First Officer reported the ATC Approach Controller seemed overloaded with arriving aircraft and gave the heading change for localizer intercept too late.
1792417	Air carrier Captain reported landing after an unstable approach when they should have gone around.
1792375	Air carrier First Officer reported not being able to communicate with ATC due to Controller working Tower and Ground Control combined at HOU airport.
1792085	Air Carrier flight crew reported they did not follow SOP's for an existing aircraft condition and continued the takeoff.
1792083	Air Carrier flight crew reported the Right Bleed Trip Off light illuminated during takeoff roll resulting in a rejected takeoff.

ACN	Synopsis
1791930	Air carrier flight crew reported not checking a cargo door that had a MEL on it due to a distraction before departing resulting in a divert.
1791906	Air carrier First Officer reported exceeding the maximum altitude at an intersection during climbout.
1791799	TRACON Controller reported numerous issues while working traffic and problems associated with the workload and staffing.
1791669	Air carrier flight crew reported not making a crossing restriction during arrival.
1791396	TRACON Controller reported wearing an FAA mandated face mask is fogging up the Controller's glasses. Reporter cannot remove glasses due to FAA Physical requirements.
1791392	TRACON Controller reported having to repeat transmissions to pilots because they could not understand the instructions, due to reporter wearing a face mask.
1791338	Flight Attendant reported being distracted by a disruptive passenger and forgetting to advise the flight crew the cabin was secure and they were ready to depart.
1791196	GA pilot reported thinking the Tower was closed, started to taxi to the runway and was stopped by an airport vehicle who pointed to the radios. The pilot contacted the Tower before takeoff.
1791182	GA pilot reported the ATC Controller was busy, rushed and hard to understand possibly due to speaking through a face mask and the facility being short staffed.
1791134	Flight Attendant reported concern regarding the face mask policy as it covers a passenger's identity and creates a possible way to hide unwanted items under the mask.
1791133	Flight Attendant reported concern for passenger health regarding the face mask policy when the aircraft is on the ground with little or no air circulation and the cabin is hot.
1791058	Air carrier Captain reported the First Officer advanced thrust levers to TOGA without releasing the parking brake.
1790962	Air Carrier flight crew reported a track deviation due to the First Officer's confusion with the FMC. Reportedly, the First Officer has changed aircraft during the pandemic several times which may have contributed to the event.
1790944	Air carrier flight crew reported the First Officer (PM) read back the wrong clearance to ATC during departure causing confusion. The First Officer cited lack of flying contributed to the event.
1790884	TRACON Controller reported safety related issues with having to wear face masks while on position.
1790835	Tower Controller reported a taxiway incursion due to the aircraft flight crew not following clearance instructions.
1790803	TRACON Controller reported an airspace violation and cited not being sure if another sector was open or not open as a contributing factor.
1790791	TRACON Controller reported communication problems with an aircraft while the facility was being cleaned/disinfected.
1790781	TRACON Controller reported having to repeat multiple transmissions due to clarity issues while having to wear a face mask.
1790756	Center Controller reported multiple read back errors while wearing a mandated face mask.
1790751	Center Controller reported communication issues with pilots while wearing a face mask.
1790734	Controllers reported an aircraft that they were not talking to was on an IFR flight plan, below the MVA and NORDO.
1790733	TRACON Controller reported communication issues with pilots due to having to wear a mask which is exacerbated when new procedural changes are introduced.
1790636	GA pilot reported flying without proper certification.
1790572	Flight Attendant reported passengers were boarded before the pilots arrived at the aircraft. No air conditioning was available and passengers began removing their face masks.
1790248	Pilot reported a Class B airspace violation and cited ATC communication issues and the co-pilot's lack of recent flying as contributing factors.
1790157	Air carrier First Officer reported a return to gate after Dispatch told them they had an improperly signed maintenance item. The aircraft had several maintenance items that needed to be addressed before the flight due to it just coming out of long term storage.
1789892	Air carrier Captain reported a track heading deviation. Captain stated when the clearance was sent to the FMC with the new routing the FO was not aware of the LOAD FMC prompt so the new routing was never loaded.
1789362	Air Carrier Captain reported a change in airport procedures, due to COVID-19, caused the flight crew to miss the required signing of the Flight Release.
1789361	Air Carrier flight crew reported they had an agreement between themselves regarding face mask policy on the flight deck and may have violated FAR/SOP policy.
1789111	Air Carrier flight crew reported the aircraft was carrying a pre-COVID passenger load and they were not prepared for the higher flap speeds required for a stable approach.
1788803	Air Carrier Captain reported the aircraft database was a few revisions 'out of date' and suspects the aircraft was 'parked' during the pandemic for an extended period of time.
1788776	Student pilot reported taking a flight lesson prior to the 48 hour waiting period after receiving a COVID-19 vaccine.

ACN	Synopsis
1788734	Flight Attendant reported, after gate arrival, the oncoming cleaning crew was interfering with passenger deplaning and social distance policy.
1788520	Air carrier Captain reported passengers were unruly and not complying with face mask policy despite multiple warnings by the crew resulting in a diversion, and removal of the passengers.
1788038	Air carrier First Officer reported exceeding 250 knots below 10,000 feet due to a reduced passenger load on climbout.
1787908	Air Carrier Captain reported an altitude deviation during descent and cited being distracted due having a conversation about COVID-19 and job security.
1787885	Flight Attendant reported there was no social distancing by the aircraft cleaners during deplaning and also stated the Gate Agent was not wearing a face mask.
1787877	Air Carrier flight crew reported an airspeed and altitude deviation due to weather, hand flying and having an aircraft with a light passenger load.
1787396	Corporate pilot reported flying without a current medical.
1787389	Pilot reported a possible landing without a clearance and cited lack of flying as a contributing factor.
1787174	GA pilot reported entering Class B airspace without a clearance.
1787156	GA pilot reported receiving the COVID-19 vaccine and flying before the 48 hour wait period requirement. Pilot did not read the FAA circular regarding the vaccine and developed a headache during the flight.
1786996	Air Carrier flight crew reported a communication misunderstanding between the pilots resulted in conflict during approach. The Captain stated they were both wearing face masks and that it may have contributed to the miscommunication as their voices were muffled.
1786905	GA pilot reported entering Class C airspace without clearance.
1786873	Instructor pilot reported a track heading deviation during a training flight with a student.
1786858	Air carrier Captain reported observing a cleaning crew onboard an aircraft not wearing face masks correctly. Pilot also reported people in terminal not wearing face masks correctly.
1786767	Air Carrier Captain reported the unannounced closure of a TRACON that was possibly due to an 'ATC Zero' event caused a divert for fuel. Captain reported there was only one ATC Controller working multiple positions.
1786572	Air Carrier Captain reported an unstable approach.
1786543	GA pilot reported not contacting ATC at the required DME due to lack a of flying time during the pandemic.
1786524	GA pilot reported an altitude deviation during departure and cited lack of flying as a contributing factor.
1786502	Maintenance Technician reported safety concerns related to the having to wear a face mask while performing job duties on airport property and suggested the requirement guidelines should be revisited.
1786435	Air carrier First Officer reported an altitude overshoot and cited loss of pilot/ATC communication proficiency due to lack of flying as a contributing factor.
1786330	Dispatcher reported receiving an ATC Zero event notice too late, the flight was already taxiing for takeoff, and then having to notify the crew to return to the gate for a several hour ATC delay.
1786187	Air Carrier flight crew reported a taxiway/runway incursion and cited being rushed to beat an ATC Zero time contributed to the event.
1786115	Flight Attendant reported concerns regarding face mask policy and how passengers would react in the event of a rapid depressurization.
1786082	Dispatcher reported the information regarding an ATC Zero event was not received in time to change the aircraft's fuel load and prevent a diversion.
1785965	Center Controller reported an airspace deviation and cited confusion due to another Center going ATC Zero contributed to the event.
1785903	Flight Attendant reported possible exposure to COVID-19 and cited no action on the part of the company. Flight Attendant also stated a reported slide bustle maintenance issue was also ignored.
1785691	Air Taxi flight crew reported not hearing ATC for a while during cruise. Reportedly, they had not been properly handed off to the next Center.
1785690	Flight Instructor reported an altitude overshoot due to unfamiliarity with aircraft equipment.
1785649	Embraer Legacy First Officer reported altitude and heading discrepancies and cited distraction from an AT disconnect as a contributing factor.
1785616	Captain reported being advised that a passenger told the Flight Attendant they may have been exposed to COVID-19.
1785418	Pilots reported equipment issues on a flight due to the aircraft having been in storage for several months.
1785337	Center Controller reported an understaffed shift and multiple sessions on position resulted in mental fatigue leading to an airborne conflict.
1785324	Tower Controller reported low staffing levels during periods of complex traffic combined with undue outside pressures have created an unsafe situation.
1785268	Flight Attendant reported concerns with the close proximity of occupied jump seats during takeoff and landing.
1785235	Air Carrier pilot reported the aircraft was boarded without minimum FA crew because the FAs were late completing COVID-19 declaration form.
1785167	Ground employee reported concerns about being sent to a random clinic for screening during the COVID-19 pandemic.

ACN	Synopsis
1785122	Center Controller reported an understaffed shift with high traffic volume and offered recommendations to remedy the situation.
1785104	GA pilot reported becoming NORDO enroute and thinking because of the COVID-19 pandemic the radio just had less communication traffic.
1784993	B737-800 First Officer reported a GPS-L annunciation on departure which distracted flight crew from calling flaps up at the appropriate speed.
1784955	Air Carrier Captain reported the van driver from the hotel to the airport would not wear a face mask.
1784953	Air Carrier First Officer reported poor CRM with the Lead FA regarding the company face mask policy on the Flight Deck.
1784952	Air carrier Captain deadheading on a company flight reported a passenger would not conform to the face mask policy and was hostile, aggressive, belligerent towards the flight attendants.
1784943	Air carrier First Officer reported the Captain chose not to wear a mask for safety of flight concerns while wearing glasses.
1784925	Center Controller reported thinking it was later then it was and did not transfer communication to underlying TRACON, assuming the Center already had their airspace.
1784889	Maintenance Instructor and Trainee reported a training mistake during a training session and both cited being off for an extended time contributed to the event.
1784887	Technician reported the maintenance crew was advised the aircraft had not been disinfected after the inspection and repairs were already in progress.
1784841	Air Carrier Captain reported a taxiway/runway incursion and cited ATC staffing, local ATC procedure change and confusion over a NOTAM contributed to the deviation.
1784801	Air Carrier First Officer reported an RA event and blocked ATC communications due to possible COVID-19 ATC staffing issues.
1784779	Air Carrier Captain reported telling the Lead Flight Attendant that he would not be wearing a face mask in the flight deck due to safety of flight reason as his glasses fog up when wearing a face mask.
1784771	Air Carrier Captain reported concerns with airlines possibly making it mandatory for employees to get the COVID-19 vaccine.
1784579	Air Carrier First Officer reported the pilot crew realized, in cruise, the weight and balance data were incorrect. The pilots did not question the small passenger load, which is common during the COVID-19 pandemic, before takeoff.
1784426	TRACON Controller reported clearance communication issues with an aircraft resulted in a conflict which was saved by another attentive Controller who offered a different heading to avoid further separation issues.
1784382	GA pilot reported CTAF communication challenges at an airport that normally would have a working Tower facility, but was closed due to COVID-19.
1784362	Flight crew reported a Class Bravo airspace violation due to the Tower being closed for COVID-19 issues.
1784281	Flight Attendant reported after flying an all-nighter, they had to wait 3 hours in the crew lounge to make an additional two hour flight.
1784263	Air carrier Captain reported a lack of recency flying and a reliance on the muscle memory/normal after start flows contributed to an error in turning the APU off prematurely.
1784258	Air carrier Captain reported a Flight Attendant stated they would not enter the cockpit for pilot break unless pilots were wearing a face mask. Captain described some the communication issues related to wearing a face mask.
1784222	Air carrier Captain reported COVID-19 screening in foreign country contributes to fatigue, physiological, and psychological concerns.
1784065	Air carrier Captain reported forgetting to do the pre-takeoff checklist due to being distracted by a passenger being boarded without permission and another passenger not complying with face mask policy.
1783995	Air carrier flight crew reported receiving a message from Dispatch during climbout that destination TRACON was closing before arrival. Dispatch told crew to return to departure airport.
1783972	Customer service representative reported that a kiosk was used by an employee whose wife had COVID. Reporter was advised the kiosk was cleaned, but another employee stated the kiosk was never cleaned.
1783879	GA pilot reported inadvertently flying without a current medical.
1783856	Flight Attendant reported a passenger boarded the aircraft with a mask that had holes.
1783846	Corporate Captain reported a speed deviation during climbout. Captain referenced distraction while trying to communicate with a busy ATC and lack of flying contributed to the event.
1783828	Air carrier flight crew reported executing a go-around due to ATC spacing with another aircraft on final. The flight crew overshot their altitude during the go-around and cited the aircraft light weight as a contributing factor.
1783812	Air carrier Captain reported a track heading deviation during departure. Captain cited distraction dealing with an ECAM alert and lack of flying contributed to the event.
1783784	Ground employee reported co-workers are not complying with face mask policy and supervisors are ignoring the issue.
1783735	Corporate Captain reported an incorrect read back for altitude which caused their aircraft to climb an additional 2,000 feet resulting in an airborne conflict with another aircraft.
1783713	Reporter reported possibly flying commercially with a third class physical several years ago.

ACN	Synopsis
1783607	Ground employee reported plastic shields should be added to the tables in a break room.
1783578	Air carrier flight crew reported loading the wrong approach in the FMC and received clearance to land on the selected runway because of light traffic due to COVID.
1783505	Flight Attendant reported a passenger was not compliant with face mask policy.
1783497	Flight Attendant reported a child was not wearing a face mask on the flight and questioned how flight attendants could enforce a child to wear a mask.
1783480	Dispatcher forgot to include Non-Tower Operations worksheet with the aircraft paperwork.
1783453	Air carrier Captain reported experiencing wind shear on final resulting in a go-around. Captain made reference to the First Officer's lack of flying as a contributing factor.
1783422	Air carrier Captain reported taxiing into a gate with the use of a Marshall, while the self-parking guidance system was indicating STOP.
1783417	Air carrier Captain reported they were not allowed into a foreign country due to not having proof of negative COVID-19 test results, nor proof of having been vaccinated.
1783416	Air carrier Captain reported a passenger was not compliant with face mask policy.
1783348	Private Pilot reported the cause of the deviation was not flying for 2 months during the pandemic and was rusty and needed practice.
1783290	GA pilot reported a track heading deviation after entering incorrect information in the GPS and cited lack of flying as a contributing factor.
1783226	Flight Attendant reported a passenger was non-compliant with face mask policy and interfered with FA crew duties.
1783197	Flight Attendant reported a passenger was not complaint with face mask policy.
1783191	Flight Attendant reported concerns regarding the assigned jump-seat and its location near passenger seats.
1783190	Flight Attendant reported a passenger was seated in the company social distancing blocked seat.
1783189	Flight Attendant reported concern after a passenger stated he and his wife had recently recovered from COVID-19.
1783182	Flight Attendants reported a passenger was moved to a seat, against company policy, near their jump seat by the Gate Agent.
1783179	Flight Attendant reported being assigned to a passenger seat next to a customer that continually removed their face mask.
1783170	Flight Attendant reported a passenger was required to remove a mesh face mask, while the Gate Agent did not agree, and use a company supplied mask before departure.
1783169	Flight Attendant reported a passenger was not compliant with face mask policy.
1783166	Flight Attendant reported forgetting to wear a face mask during descent while performing safety duties and collecting passenger trash.
1783165	Flight Attendant reported feeling the company is not doing enough to protect the frontline employees during the pandemic.
1783161	Flight Attendant reported concerns with many passengers not wearing face masks in the gate area at airport.
1783139	Dispatcher reported being distracted by ATC Zero events, airspace closures due to COVID and forgetting to inform a flight crew that HF radio communication would be necessary.
1783091	Air Carrier flight crew reported a heading deviation caused by not following SOP's and a change to the crew's normal procedures due to the pandemic.
1783019	Air carrier flight crew reported returning to the gate after receiving notification a Flight Attendant onboard had been exposed to COVID-19.
1783017	Air carrier First Officer reported a long landing possibly outside of the landing zone. Reporter attributed discrepancy to possible company policy of adding speed to straight in landings and the aircraft being light in weight.
1782990	Air carrier flight crew reported an overshoot of altitude on departure and made reference to the aircraft being light in weight.
1782950	Air carrier Flight Captain reported being ready to push an aircraft that was planned for a reposition, when the cabin door opened, and a cleaning crew came aboard.
1782877	Air carrier Captain reported a passenger was not complaint with face mask policy during flight.
1782864	Air carrier First Officer reported a flight pairing where they had no proper food available and minimal sleep leaving them fatigued and hungry during flights.
1782848	Air carrier First Officer reported confusion with ATC's clearance resulted in a missed approach.
1782817	Air carrier First Officer reported an unstable approach and stated they should have executed a go-around.
1782783	Ground employee reported difficulty moving aircraft off a specific gate due to reduced clearance.
1782770	Air carrier Captain reported problems associated with the HF equipment on specific oceanic flights.
1782763	Air carrier Captain reported the airspeed indicator failed on the Captain's side during takeoff roll resulting in a rejected takeoff.
1782759	Air carrier Captain reported entertainment and power systems failed during flight and had to use flight attendants to record data so the affected passengers would receive some type of reimbursement.
1782752	Air carrier pilot reported people not wearing a mask while inside the flight operations crew lounge.

ACN	Synopsis
1782749	Air carrier First Officer reported that the planned route to avoid ATC Zero airspace became unavailable and ATC provided a new route which resulted in the flight being in a non-radar environment. First Officer stated that they were later informed by company that they were not allowed to accept such a route.
1782742	Air carrier Captain reported not knowing if they were legal to fly in domestic Class A airspace in an uncontrolled environment after a Center had gone ATC zero.
1782728	Center Controller reported safety concerns with another Center facility going to ATC Zero during peak traffic times and the confusion/stress this causes the controllers.
1782724	TRACON Controller reported missing a readback which resulted in the aircraft being below the Minimum Vectoring Altitude.
1782686	Corporate flight crew reported communication issues with ATC resulting in a minimum fuel situation due to a Center going ATC Zero.
1782653	Two Flight Attendants reported two separate passengers were not compliant with face mask policy.
1782650	Flight Attendant reported that after a long flight, they were told one of the crew members had tested positive for COVID-19, yet they were asked to fly the next morning with only 4 hours of rest. Flight Attendant expressed concerns with company's handling of being exposed to COVID-19 and scheduling.
1782619	Dispatcher reported planning a flight through HF required airspace on a non-HF equipped aircraft.
1782559	Ground employee reported that during COVID-19 customer service agents should not use the airplane phones to make announcements.
1782538	Air carrier First Officer reported concerns with having to wear a face mask in the cockpit especially in a rapid decompression situation.
1782533	Air carrier First Officer reported failing to get temperature taken at screening point.
1782525	Air carrier First Officer reported receiving an amended clearance due to a ATC Center going ATC Zero and questioned if they had violated an FAR by flying in uncontrolled airspace.
1782522	Air carrier Captain reported having to receive a re-route due to a Center going ATC Zero.
1782509	Technician reported missing a step to unplug the pressure switch while working on the engine anti-ice valve to be locked open.
1782476	Air taxi Captain reported an airspace violation after having to divert from original route due to a TRACON facility going ATC Zero.
1782448	Flight Attendant reported that a passenger had to be reminded four times to wear a face mask. Flight Attendant stated that the passenger and his wife were coughing without covering their cough.
1782445	Flight Attendant reported two passengers were not compliant with face mask policy.
1782444	Flight attendant reported a passenger was not compliant with face mask policy.
1782395	Air carrier Captain reported having to divert due to ATC COVID-19 issues at landing Center facility.
1782327	Pilot reported the Chart Supplement still shows pre-pandemic hours for SUS Tower. Reporter stated there are no NOTAMs addressing this issue either.
1782320	Flight Attendant reported a passenger was not compliant with face mask policy and talking on the phone when not allowed.
1782318	Flight attendant reported a deadheading Captain and a passenger were non-compliant with face mask policy.
1782312	Flight Attendant reported the hand sanitizer holder is in the way of evacuating passengers on the aircraft.
1782302	Air carrier Captain reported having to divert due to fuel issues related to ATC Zero Center closure and re-routes.
1782281	Air carrier Captain reported forgetting to complete the COVID-19 assessment before the flight due to a distraction.
1782167	Small aircraft pilot reported inadvertently entering an MOA.
1782146	Flight Attendants reported a passenger was not compliant with face mask policy.
1782144	Flight Attendant reported a group of passenger were no compliant with face mask policy during flight.
1782133	Flight Attendant reported a passenger was non-compliant with face mask policy during flight.
1782122	Flight Attendant reported a group of passengers did not comply with face mask policy throughout the flight.
1782019	Ground employee reported wanting to know why the airline is using aircraft that do not have a functioning Auxiliary Power Unit.
1782001	Air carrier flight crew reported not making a crossing restriction on a visual approach.
1781968	Air carrier flight crew reported communication issues with ATC regarding their taxi to runway clearance.
1781944	Front Line ATC Manager reported an airborne conflict and cited staffing levels as a contributing factor.
1781854	Air taxi Captain reported not reviewing a modified route until after being airborne, which was too far off shore, and possibly running out of duty time. This was due to an ATC Center closing down for COVID-19 cleaning.
1781839	Pilot reported flying an aircraft without the proper documentation and correct maintenance records.
1781777	Air carrier flight crew reported departing without the Aircraft Maintenance Logbook (AML) onboard.
1781739	Air carrier Captain reported no ground crew was available to sanitize the aircraft resulting in the crew having to clean the aircraft prior to departure.
1781714	Air carrier Captain reported an unstable approach and cited it was difficult to understand the controllers at this foreign location.
1781711	Air carrier Captain reported not making a crossing restriction after realizing they had overflown the top of descent.

ACN	Synopsis
1781646	Air carrier Captain reported Air Traffic Controller was working Local, Ground, and Clearance Delivery on one frequency resulting in communication issues and a delayed hand-off to Departure Control.
1781639	Dispatcher reported not adding an alternate to a flight.
1781565	Air carrier Captain reported not releasing the brakes before pushback resulting in a broken tow bar. The Captain cited multiple distractions and lack of flying as contributing factors.
1781562	Air carrier Captain reported that during boarding a family was not compliant with face mask policy. After other passengers expressed concern, the Captain had the family removed from the flight.
1781545	TRACON Controller reported an unsafe operation between an IFR carrier and a VFR aircraft resulting in an airborne conflict.
1781496	GA pilot reported communication issues with ATC while attempting to receive a Class Bravo clearance.
1781468	Flight Attendant reported concerns with completing safety checks while passengers are boarding.
1781392	Customer Service Representative reported health related concerns with wearing face masks at work for extended periods of time.
1781313	Flight Attendant reported briefly forgetting to put the face mask back on after departing the lavatory.
1781308	Flight Attendant reported standing in the aisle talking with a non-compliant passenger regarding face mask policy when the aircraft began the takeoff roll.
1781301	Flight Attendant reported several passengers would not comply with the face mask policy during boarding.
1781200	Air Carrier Captain reported a passenger became ill during the flight and the crew was concerned it could be COVID-19.
1781190	Air Carrier Captain reported a passenger would not comply with face mask policy.
1781176	Air carrier flight crew reported an altitude overshoot deviation due to the aircraft's light gross weight and high climb rate.
1781172	ATC Tower Controller reported an aircraft landed on the wrong runway and cited social distancing distraction during a janitorial service in the Tower as a contributing factor.
1781110	Flight Attendant reported a passenger would not comply with face mask policy and was met at the arrival gate by supervisors.
1781107	Flight Attendant reported the FA crew were unwilling to enter the flight deck because the First Officer would not wear a face mask.
1781102	Flight Attendant reported experiencing health issues since the wearing of a face mask began and the use of sanitizing spray in the aircraft.
1781085	Air carrier Captain reported an altitude deviation during climbout and cited communication problems with a Center Controller due to the Controller possibly wearing a face mask.
1781064	Air carrier flight crew reported a passenger misconduct incident during flight that initiated due to non-compliance with face mask policy.
1781021	Air Taxi Captain reported calling off a flight due to fatigue from a grueling schedule they had for a couple of days.
1780940	Air carrier Captain reported not signing the flight release prior to departure.
1780932	Air carrier Captain reported passenger was not compliant with face mask policy during flight.
1780908	Air carrier Captain reported using the wrong gate number when requesting push and cited last minute gate changes, weather delays, and time pressure as contributing factors.
1780881	Center Controller reported an airspace violation and cited COVID-19 staffing and work environment configurations as contributing factors.
1780871	Five Center controllers and two air carrier captains (different flights) reported safety concerns relating to the closure of an ATC Center during the middle of the day for COVID-19 cleaning.
1780803	Flight Attendant reported a family was non-compliant with face mask policy throughout the flight.
1780793	Flight Attendant reported quick turnarounds on full flights make it difficult to social distance, complete safety checks, and for cleaning crews to properly sanitize the aircraft.
1780784	Flight Attendant reported a passenger was not compliant with face mask policy while boarding.
1780770	Flight Attendant reported another Flight Attendant and a passenger were not compliant with face mask policy.
1780757	Air carrier First Officer reported not making a crossing restriction during descent.
1780605	Air carrier Captain reported a passenger was removed from flight after exhibiting COVID-19 like symptoms. Post flight, the crew found out the passenger did have asthma.
1780604	Air carrier flight crew reported a pressurization problem during climbout resulting in a return to the departure airport.
1780559	Air carrier Captain reported an unsafe environment at HOU with the Ground and Local Control positions being combined into one frequency.
1780553	Center Controller reported a loss of separation and attributed it to being overworked, and short staffed at the Center.
1780552	Center Controller reported a possible loss of separation and having difficulties to attain the required non-RADAR separation due to another Center going ATC zero for COVID-19 cleaning.
1780537	Air taxi Captain reported a training flight session extended well beyond the original time planned due to a divert caused by an ATC Zero at an enroute Center.



ACN	Synopsis
1780531	GA pilot reported the SNA airport Tower was closed possibly due to COVID-19 resulting in difficulty closing the IFR flight plan.
1780476	GA pilot with a safety pilot reported an altitude deviation during climbout. The pilot cited distraction from goggles fogging up and turbulence was a contributing factor.
1780417	Flight Attendant reported that a passenger brought and consumed their own alcohol during the flight. Flight Attendant reported that the passenger was not compliant with face mask policy.
1780415	Flight Attendant reported that a passenger was reminded several times to wear a face mask, but would have the mask down and put it back on only when a flight attendant walked by.
1780414	Flight Attendant reported that a passenger kept ordering drinks in order to not have to wear a face mask while actively drinking.
1780412	Flight Attendant reported that two passengers were non-compliant with face mask policy, despite multiple requests from other flight attendants. Flight Attendant reported one of those passengers became argumentative and used profanity.
1780393	Flight Attendant reported that although the medical kit was sealed, it did not have all required contents.
1780389	Air Carrier Flight Attendant reported a possible FAR violation due to an insufficient number of FAs on board while passengers were aboard. The Flight Attendant cited long lasting symptoms from COVID-19 that may have contributed to the event.
1780360	Air carrier First Officer reported being called in to fly because the previous Captain had called in sick with a fever. Reporter suggested the aircraft cockpit should be sterilized after a sick crew member leaves the aircraft.
1780314	Ground employee reported the break-room is not cleaned properly.
1780282	Air carrier flight crew reported that a passenger count and weight and balance error occurred at the diversion airport because the count could not be uploaded through ACARS. The crew stated the flight had to divert due to an ATC Zero Center closure.
1780276	Air Carrier Captain reported several operational errors occurring after a long ground delay long due to an 'ATC Zero' event.
1780264	Air carrier flight crew reported an altitude deviation due to failed crew communication and the Captain's recent extended time off.
1780260	Air carrier Captain reported exceeding 250 knots below 10,000 feet during descent. Captain cited fatigue and lack of flying as contributing factors.
1780218	First Officer reported a crossing restriction overshoot during departure.
1780188	Air carrier Captain reported that the flight crew count on a trip pairing had been reduced and cited multiple issues associated with the reduction.
1780135	Air carrier flight crew reported an over speed during departure and cited lack of flying as a contributing factor.
1780134	Air carrier First Officer reported flying into an airport with the Tower closed due to COVID-19 and described the associated issues flying in the same environment with inexperienced general aviation pilots.
1780105	Air carrier Captain reported that duty time may have been exceeded due to the flight having to divert when an ATC Center closed.
1780098	Air carrier Captain reported that several intoxicated passengers were being disruptive and not complying with face mask policy. The Captain stated that while one passenger was being removed from the aircraft, he became angry at the Captain and used profanity.
1780096	Air carrier Captain reported that two passengers who were possibly inebriated were acting belligerently and not complying with face mask policy.
1780084	Air carrier First Officer reported being two hours late due to ATC COVID Center Closure and going over daily allowed work hours.
1780073	Tower Controller reported an airborne conflict resulting in an aircraft having to execute a go-around. Controller cited staffing and traffic volume as a contributing factors.
1780062	Center Controller reported descending an aircraft into another Controller's airspace, thinking the D-Side had pointed the aircraft out.
1780055	Flight Attendant reported two passengers refused to wear masks, brought their own alcohol on board the flight and interfered with flight attendant duties.
1780049	Air Taxi Captain reported flying an RNAV Approach which was not authorized at night.
1780043	Pilot reported not being sure of General Aviation Compliance regulation deadlines.
1780029	GA pilot reported losing GPS connection on tablet resulting in a Class B airspace incursion.
1780003	Flight Attendant reported being notified by company 10 days after another Flight Attendant tested positive for COVID-19.
1779972	Air carrier Captain reported an unstabilized approach leading to a go-around, which then resulted in an altitude deviation. The Captain cited lack of flying as a contributing factor.
1779910	Air carrier flight crew reported an unstablized approach and cited fatigue, time pressure and reduced flying as contributing factors.
1779822	Center Controller reported an adjacent Center going to ATC Zero due to COVID-19 cleaning and having aircraft that were not allowed on filed routes.
1779649	Customer Service Representative reported crowding and social distancing issues near company provided kiosks in the terminal area.

ACN	Synopsis
1779645	Ground employee reported the break-room is not properly being cleaned.
1779621	Air Carrier First Officer reported an altitude deviation during descent and cited lack of recent flight experience as a contributing factor.
1779552	Pilot reported the flight was not accepted by TPA Approach Control due to staffing/workload issues. The Captain circumnavigated the area and proceeded VFR.
1779519	Flight Attendant reported concerns with the placement of the hand sanitizer installed on the aircraft.
1779516	Flight Attendant reported a cleaning crew had to be reminded to properly sanitize the aircraft prior to passenger boarding.
1779512	Flight Attendant reported forgetting to brief the exit row passengers due to distraction from having to remind boarding passengers of the face mask policy.
1779483	Air Carrier First Officer reported a heading deviation and cited lack of recent flight experience and task saturation as contributing factors.
1779463	Air carrier First officer reported an unstablized approach and an altitude deviation during a go-around. First Officer cited lack of flying as a contributing factor.
1779455	Air Carrier First Officer reported having a status as flying on a special wavier that was not reported by the company to the Captain before the flight.
1779446	Air carrier flight crew reported an altitude deviation and cited the First Officer's lack of flying as a contributing factor.
1779401	Air Carrier Captain reported a TOO LOW FLAPS warning and an Unstabilized Approach.
1779352	Air carrier flight crew reported an unsafe landing gear indication. ATC communications were also reported possibly due to a COVID-19 ATC Zero event.
1779342	Air carrier Captain reported that after the flight the Flight Attendant stated that a passenger had been non-compliant with mask policy during the flight and that other passengers had been complaining.
1779266	First Officer reported a speed and altitude deviation during departure and cited fatigue from a lengthy ATC COVID-19 related delay as contributing factor.
1779160	Flight Attendant reported issues with a family of four who had a 2 year old who did not want to wear a face mask.
1779152	Flight Attendant reported a passenger was not compliant with face mask policy.
1779138	Air carrier Captain reported a weight and balance change was not cross-checked due to COVID-19 company guidelines as cited by the Load Master.
1779094	Air Carrier Captain reported landing without a clearance and attributes the event to lack of flying and complacency while flying with another Captain as the First Officer in this flight.
1779080	Air carrier Captain reported a disabled aircraft on intended landing runway resulted in their flight being vectored away from their approach path. The additional vectoring caused them to be concerned with their fuel state and made a request to be cleared as soon as possible. The crew was cleared for another approach and landing and reported being unstable/high before safely landing the aircraft.
1779072	Air carrier flight crew reported a passenger who had tested positive for COVID-19 was on the flight.
1778846	Tower Controller reported a loss of separation between two departures and cited aircraft performance differences as a possible contributing factor.
1778839	Tower Controller reported a ground conflict and cited reduced staffing due to COVID-19 and training at combined positions as contributing factors.
1778837	Maintenance Inspector reported concerns with company signing off of annual inspections of aircraft with several known maintenance issues and discrepancies.
1778792	Flight Attendant reported another Flight Attendant was ill during the flight and not able to wear the face mask at all times, especially when coughing.
1778699	Air carrier flight crew reported a track deviation occurred due to misreading a changed departure clearance.
1778688	Ground employee reported a fellow co-worker is not complying with face mask policy nor properly social distancing when around other personnel.
1778682	Air carrier First Officer reported being assigned to fly with a Captain whose previous First Officer co-pilot called in sick with COVID-19 symptoms. Reporter described concerns with management's handling of the situation stating it goes against all the guidelines delineated by the company.
1778586	Flight attendant reported two passengers were coughing throughout the flight and not adhering to face mask policy.
1778454	Air carrier Captain expressed a need for a concrete directive about face mask usage in the cockpit.
1778418	High Performance Aircraft Single pilot reported receiving confusing instructions from the Controller and believes COVID-19 ATC staffing issues were a factor.
1778369	GA pilot reported flying with a passenger while not being passenger current for single-engine aircraft.
1778341	Flight Attendant reported that they forgot to brief the exit row because the passengers were not compliant with face mask policy and a Supervisor had to speak to them.
1778276	Air carrier flight crew and Dispatcher reported missing a NOTAM alerting that the destination ATC Tower was closed due to COVID-19.
1778201	Ground employee reported that the addition of a temperature check station nearby an equipment room creates congestion, making it difficult to social distance during busy times when many people are in the hallway.

ACN	Synopsis
1778193	Customer Service employee reported there is a lack of proper staffing in the lobby, which makes it difficult to follow CDC social distancing recommendations as passengers bunch up in groups while waiting in line.
1778180	Air carrier Relief Pilot reported removing himself from a flight due to a disagreement with the Captain about wearing masks in the flight deck.
1778177	Air carrier Relief Pilot reported the Captain and flying First Officer were not climbing as instructed by ATC due to inadvertently being in altitude hold during departure.
1778160	Air Carrier Captain reported maintenance and ground personnel with no experience on specific aircraft types are being utilized due to staffing cutbacks.
1778159	Air Carrier Captain reported the requirement of wearing a face mask with a Flight Attendant on the Flight Deck is a safety concern, especially if there is an event such as a rapid decompression.
1778147	Air carrier Captain reported an altitude and airspeed deviation during arrival. Captain cited the First Officer's lack of flying time in the last several months as a contributing factor.
1778144	Air Carrier Captain reported an altitude deviation.
1778141	Air carrier flight crew reported a track deviation on the mid-approach segment due to a high workload environment coupled with the First Officer's extended period of time off.
1778131	Air Carrier Captain reported returning to the gate to remove an ill passenger from the flight.
1777953	Small aircraft flight Instructor reported encountering wake turbulence from a departing air carrier that passed below them as they were executing a practice missed approach. Reporter stated Tower was closed at the time because of staffing issues.
177767	Air Carrier Captain reported a delay due to weather at an international location resulted in crew rest issues. The Captain also stated they decided to not deplane the aircraft during the delay due to the requirement of having to take a COVID-19 test if they left the aircraft.
177766	Air carrier First Officer reported that a ground delay caused by fueling imbalance resulted in the crew approaching duty time limits. Due to the foreign country's COVID-19 restrictions and company procedures, the crew had to remain on the aircraft for required rest.
177765	Air carrier flight crew reported an altitude deviation after the altitude selector knob was inadvertently moved. The flight crew stated the use of disinfectant wipes on the control panel may have been a contributing factor.
177761	Air carrier flight crew reported that they had to get their required rest on the aircraft instead of at a hotel. The flight crew stated that although they had agreed to take a COVID-19 test to stay at the hotel, the foreign country's immigration service did not allow them to leave the aircraft.
177754	MD11 Captain reported that at approximately 110 knots a loss occurred of both ADC computer/inputs below 300 feet.
177706	Air Carrier flight crew reported failing to complete the security sheet due to pre-flight work overload that now includes the added task of ensuring the aircraft was sanitized.
1777663	Flight Attendant reported a passenger would not comply with face mask policy throughout flight.
1777619	Air carrier flight crew reported not setting the flaps resulting in a takeoff configuration warning on takeoff roll.
1777614	First Officer reported LNAV was not engaged during departure resulting in a track heading deviation.
1777570	Air carrier Captain reported a TA/RA on initial approach and believes ATC staffing may have contributed to the event.
1777563	Center Controller reported underlying TRACON went ATC Zero for COVID cleaning, and described the problems associated with getting an aircraft to a diversionary airport without TRACON services.
1777561	Center Developmental Controller reported a Tower went ATC Limited and the confusion that ensued with determining how to handle the situation. Controller cited lack of planning, explanation and preparation as contributing factors.
1777558	Center Controller reported multiple airspace violations resulting from hand-off issues with adjacent sector controllers.
1777548	Controller working Ground and Local combined reported a conflict resulting in an aircraft having to go-around. Reporter stated Tower does not need to be departing westbound aircraft off the east side of the airport.
1777484	Air carrier Captain reported a taxiway incursion and cited fatigue, weather and signage issues as contributing factors.
1777460	Air carrier Captain reported performing an aborted takeoff after getting takeoff clearance cancelled during the initial roll.
1777423	Air carrier Captain reported a passenger was not compliant with mask policy and being disruptive. Captain reported multiple interruptions during the flight in order to communicate with company about the situation.
1777396	Air carrier Captain reported having a passenger removed from a flight due to non-compliance with face mask policy and passenger misconduct.
1777306	Air carrier flight crew reported airspace, heading, and altitude deviations during approach. The Captain stated a late runway change and Controller workload were contributing factors.
1777230	Air carrier Captain reported the APU was inoperative and attempted to have maintenance repair it.
1777222	Air carrier Captain reported a family ate and drank during the entire flight to avoid having to wear face masks.
1777170	Pilot reported taking the COVID vaccine and was unaware that it was unapproved for general use and a possible FAR violation.
1777169	Private pilot reported acting as Pilot In Command beyond required flight review date.

ACN	Synopsis
1777151	Flight Attendant reported a passenger that had a valve on their mask was asked to replace the mask or cover the valve.
1777142	Flight Attendant reported there is not enough room to social distance between the FA jump-seat and passenger seats.
1777141	Flight Attendant reported there should be a change to the in-flight beverage/snack service to limit exposure time to Flight Attendants while passengers have their masks off.
1777115	Air Carrier Captain reported a passenger was not complying with face mask policy during flight while sleeping.
1777055	Ground wing-walker reported ramp safety concerns because of the unusual aircraft parking areas needed during the COVID-19 reductions.
1777033	Air Carrier Captain reported a passenger would not comply with face mask policy and was removed from the flight.
1777006	Corporate flight crew reported an altitude deviation during departure and cited lack of flying as a contributing factor.
1776974	Maintenance Technician reported wording in maintenance instructions needs to be changed to accommodate for COVID-19 policy.
1776961	Gate Agent reported the electronic boarding pass readers at the gate need to be sanitized after each flight.
1776958	Air Carrier Flight Attendant reported a family was removed from the flight because their 3 year old child would not wear a face mask.
1776920	Air carrier Captain reported the aircraft security check may have been improperly conducted and cited confusion between the wording in two manuals as a contributing factor.
1776838	Customer Service employee reported lack of sanitizing spray in the airport lobby.
1776836	Ground employee reported that COVID-19 policies are not being enforced in the breakroom.
1776806	Air Carrier Captain reported during passenger boarding one of the flight attendants received a call from a physician reporting a positive COVID-19 test result.
1776669	Flight Attendant reported a cabin fumes event during departure and again during descent resulting in health issues. Flight Attendant described the odor as 'chemical/burning plastic.'
1776648	Flight Attendant reported that the Captain did not wear a face mask while flight attendants were in the cockpit and was non-compliant with face mask policy.
1776622	Air carrier Captain reported having an aircraft that was fueled incorrectly for a ferry flight.
1776608	Corporate flight crew reported a track heading deviation due to loading an incorrect transition fix in the FMS.
1776589	Air carrier Captain reported having a passenger who was coughing throughout the flight.
1776574	Dispatcher and flight crew reported a night landing without runway lighting.
1776562	Air carrier Captain reported a passenger was not compliant with face mask policy.
1776557	Air carrier First Officer reported becoming distracted and not getting a valid load close out.
1776554	Air carrier First Officer reported that the first four rows of the aircraft were to be left unoccupied for weight and balance reasons, but found out when airborne some of the seats were occupied.
1776515	Air carrier pilot reported asymmetrical thrust on start of takeoff roll resulting in a rejected takeoff.
1776390	Center Controllers reported an aircraft landed on a closed runway due to snow removal equipment and not being able to identify the correct NOTAM for the runway closure..
1776326	Flight Attendant reported a passenger circumvented having to wear a mask by eating and drinking throughout the entire flight.
1776299	Air Carrier Captain reported a ill passenger was removed from the flight before departure.
1776224	Air Carrier Captain reported a Flight Attendant on the crew became ill and there was concern regarding exposure to COVID-19.
1776188	Customer Service employees reported social distancing concerns at the airport lobby due to it being overcrowded.
1776162	Air Carrier Captain reported concerns regarding company COVID-19 related plans pertaining to sick leave, vaccinations, training schedules, etc.
1776144	Helicopter pilot reported a communication issue with ATC resulted in a landing without a clearance. Pilot stated the Tower Controller was working multiple frequencies, which may have contributed to the event.
1776099	Flight Attendant reported three passengers would not comply with face mask policy.
1776098	Flight Attendant reported a passenger would not comply with face mask policy.
1776093	Flight Attendant reported a hand sanitizing dispenser is necessary when the temperature check system with a touch pad is used.
1776065	Flight Attendant reported possible COVID-19 exposure from an ill passenger and expressed concern the company did not have a plan for the exposed working crew.
1776025	Air carrier First Officer reported they did not perform the Before Takeoff Checklist.
1775962	Center Controller reported an ATC Zero event at another Center facility resulted in communication issues and an airspace violation.
1775936	Air Carrier flight instructor reported the 'no touch exemption' as written for O2 masks, headsets, etc., does not cover all types of training and checking periods.
1775924	Corporate First Officer reported an unstable approach occurred and cited lack of flying as a contributing factor.

ACN	Synopsis
1775906	Maintenance Technician reported reduced bus schedules are causing overcrowded buses and increasing the possibility of catching COVID-19.
1775879	Flight Attendant reported two passengers would not initially comply with face mask policy. Both passengers complied after another passenger began complaining about them.
1775877	Flight Attendant reported a passenger would not comply with face mask policy.
1775865	Flight Attendant reported a passenger complained about another passenger coughing and sneezing on the flight and not wearing a face mask.
1775764	Air carrier flight crew reported an altitude excursion during climbout.
1775759	Air carrier pilot reported problems flying into a specific country relating to COVID-19.
1775697	Gate Agent reported concerns with social distancing and lack of manpower in their work environment.
1775688	Ground employee reported concerns with the number of people getting on an elevator.
1775636	First Officer who was deadheading reported a disagreement with a Flight Attendant regarding interpretation of mask policy.
1775620	Air carrier Captain reported weather and associated planning issues at many airports and in particular one that was an alternate for the flight.
1775363	Flight Attendant reported that the company provided tablet would not retain the charge and stated it had not been used for some time due to lack of flying.
1775343	Air carrier First Officer reported that a person checked their temperature after landing with an ear thermometer and did not replace the tip between checks.
1775338	Air carrier First Officer reported overshooting an assigned altitude during departure.
1775210	Air carrier flight crew reported inadvertently departing with one less Flight Attendant than required for the flight.
1775147	Tower Controller reported communication issues with an aircraft resulted in a wrong runway landing.
1775039	Air carrier Captain reported an unstabilized approach and stated they should have executed a go-around.
1775027	Air carrier First Officer reported not setting the correct altimeter and leveling off below their assigned altitude.
1775013	Air carrier Captain reported miscommunication with ATC resulted in a taxiway incursion during taxi-out.
1774963	Ground employee reported social distancing concerns during peak times at the airport.
1774947	Air carrier First Officer reported communication difficulties with the Tower Controller due to the Controller wearing a mask which possibly muffled the transmission.
1774946	Air carrier Captain reported a near ground collision due to communication issues with ATC. Captain stated that Tower staffing levels may have contributed to the event.
1774923	Air carrier flight crew reported a clearance misunderstanding resulted in an altitude deviation and an airborne conflict during departure. First Officer cited ATC staffing levels due to COVID-19 as a possible contributing factor in the miscommunication.
1774916	Center Controller reported communication issue with a TRACON that was ATC Zero involving an aircraft inbound to an airport with a non-NOTAMed closed runway.
1774861	Flight Attendant reported concerns regarding the COVID-19 pre-takeoff PA instructing passengers to give the FAs trash during the safety compliance check. Flight Attendant believes this detracts from the main reason for the safety check.
1774853	Corporate flight crew reported flying with an open maintenance write-up. The Captain stated COVID-19 concerns were a distraction.
1774772	Helicopter pilot reported not having the correct documents to transport a COVID-19 patient.
1774741	Tower Controller reported an aircraft got off the ground that was in a ground stop due to its destination airport being closed for COVID-19 cleaning.
1774687	Flight Attendant reported having a headache, elevated temperature, nausea and feeling fatigued during the flight. The crew was concerned it could be COVID-19 symptoms, so the Flight Attendant called in sick for the next flight.
1774686	Flight Attendant reported a mother and young daughter would not comply with face mask policy.
1774678	Flight Attendant reported the flight crew did not wear face masks on the flight deck while the Flight Attendant was assisting with lavatory breaks.
1774673	First Officer reported the flight exceeded the 10,000 foot FAR speed restriction. Task saturation and time off during COVID-19 were cited as contributing factors.
1774668	Air carrier pilot reported a ramp incursion and cited lack of flying as a contributing factor.
1774644	Air Carrier Captain reported blocking off the entire lavatory from use due to the potable water in the lavatory being placarded inoperative. Captain decided to block the entire lavatory for COVID-19 precautions.
1774636	Air Carrier First Officer reported the pilot crew failed to set the correct altimeter setting causing an altitude deviation. Pre-flight distractions, including the current pandemic situation, were cited for the error.
1774578	Air Carrier Captain reported a passenger became verbally abusive and would not comply with face mask policy.
1774498	Flight Attendant reported a passenger did not comply with face mask policy throughout the flight.
1774496	Flight Attendant reported a passenger refused to wear a proper face mask citing a medical condition as the reason for not wearing it.
1774490	Flight attendant reported two passengers had to be reminded several times about face mask policy.

ACN	Synopsis
1774486	Flight attendant reported lack of cooperation from pilots when it comes to wearing masks while flight attendants are performing their duties in the cockpit area.
1774471	Flight Attendant reported a passenger not complying with face mask policy.
1774362	Tow vehicle driver reported making contact with a pushback tractor while towing an aircraft to a gate.
1774342	Air carrier Captain reported an unstabilized approach. The First Officer's lack of recent flying was cited as a contributing factor.
1774233	Pilot reported the P50 TRACON controllers appear to be working unreasonably large areas and expressed concern over COVID-19 related cutbacks in ATC staffing.
1774182	GA Pilot reported an airborne conflict after confusion identifying the correct runway for a night visual landing at BED airport. Reporter cited lack of flying due to the COVID-19 pandemic was a contributing factor.
1774172	Corporate Captain reported the original First Officer (FO) was replaced because of COVID-19 and the replacement FO was still in FAR rest period when the flight took off.
1774160	Helicopter pilot reported a sporting event TFR violation.
1774130	Flight attendant reported a passenger was not compliant with face mask policy.
1774126	Flight attendants reported smelling a burning odor during boarding and experiencing health issues.
1774109	Flight Attendant reported several passengers were removed from the flight because they would not comply with face mask policy and were interfering with cabin crew duties.
1774107	Flight Attendant reported a family would not comply with face mask policy.
1774104	Flight Attendant reported a passenger would not comply with face mask policy.
1774103	Flight Attendant reported passengers in 2 separate parties would not initially comply with face mask policy until given a warning.
1774101	Flight Attendant reported a passenger would not comply with face mask policy.
1774093	Flight Attendant reported a passenger would not comply with face mask policy.
1774086	Flight Attendant reported the gate agents tried to board the passengers right after the aircraft was sanitized, disregarding the mandatory wait time.
1774071	Air Carrier First Officer reported not following SOP's during a missed approach and stated that an extended period of time off was a contributing factor.
1774011	Air carrier Captain reported concerns with security checks in the terminal area that do not allow for proper social distancing.
1773963	Air carrier flight crew reported a runway incursion.
1773937	Captain reported the First Officer mistakenly deleted the route in legs 1.
1773899	Air carrier Captain reported an altitude deviation during climbout.
1773891	Air carrier Captain reported concerns with being in close contact with a Flight Attendant that had called in sick the day before for COVID-19 like symptoms.
1773888	Air carrier Captain reported many passengers refuse to wear face masks during flights to a specific international destination.
1773879	Center Controller reported having an aircraft below the Minimum IFR Altitude.
1773865	Center Controller reported an airspace violation due aircraft hand-off issues with a TRACON facility.
1773859	GA student pilot reported frequency communications issues while flying to an airport whose Tower services were not in use.
1773777	Technician reported social distancing concerns in overcrowded buses.
1773776	Technician reported concerns with company procedures related to notification of possible exposure to other employees who have tested positive for COVID-19.
1773770	Flight Attendant reported two passengers traveling together were wearing non-compliant face masks and initially refused to wear company supplied compliant face masks.
1773757	Flight Attendant reported the phone by a jumpseat was missing and requested the aircraft be swapped due possible communication issues in case of an emergency.
1773755	Flight Attendant reported having to explain to a passenger that there were no exemptions to having to wear a face mask. Passenger and two others traveling with him were not compliant during the flight.
1773754	Flight Attendant reported concerns relating to health and oxygen levels in the body due to constantly wearing a face mask while working.
1773750	Flight Attendant reported a passenger was not compliant with face mask policy and also moved to a better seat without asking FAs.
1773747	Flight Attendant reported concerns with another Flight Attendant showing up for work after a family member had tested positive for COVID-19 the day before.
1773715	Air carrier flight crew reported an unstabilized approach into an unfamiliar airport.
1773641	Ground employee wrote that maintenance failed to complete a barrier between employees to help prevent the spread of COVID-19.
1773638	Air carrier First Officer reported a full bus of people on the employee bus which put everyone at risk of COVID-19 and increased risk for injury on the bus ride.
1773635	Air carrier First Officer reported not being able to find information on a treated fuel related MEL. First Officer stated the aircraft had just come out of storage.

ACN	Synopsis
1773620	Air carrier Captain reported having a passenger removed from flight due to non-compliance with face mask policy.
1773615	Air carrier Captain reported multiple ground delays and lack of proper sleep resulted in physical degradation/fatigue and decided to remove himself from the flight.
1773581	Pilot reported not being able to contact a Center Control due to aircraft radio communication issues and frequency saturation.
1773509	Air carrier flight crew reported a turn inside the Final Approach Fix, an altitude excursion and having to make two attempts to land.
1773491	Air carrier Captain reported an unstabilized approach resulting in a go-around. The Captain cited crew fatigue and lack of flying contributed to the event.
1773484	Air carrier flight crew reported the FMS not flying correctly during departure and having to manually turn the aircraft to avoid a possible airspace violation.
1773468	Ramp Agent reported issues with temperature check procedures at work and the company's lack of communication regarding employees that may have contracted COVID-19.
1773454	Air carrier Captain reported a Flight Attendant did not agree with the Captain not wearing a mask in the cockpit.
1773426	ATC TRACON instructor reported miscommunication with trainee resulted in an airborne conflict during a training session.
1773379	Flight Attendant reported that a passenger became upset when asked to wear her face mask properly.
1773378	Flight Attendant reported that several passengers had seat location issues and another passenger was not wearing a proper face mask.
1773377	Flight Attendant reported that many passengers, including a commuting pilot, were not compliant with the face mask policy.
1773357	Flight Attendant reported that communication with a passenger regarding exit row seating may have been misheard due to speaking through a face mask.
1773352	Flight Attendant reported sitting in the incorrect jump seat.
1773349	Flight Attendant reported experiencing physiological issues after wearing a face mask for prolonged periods.
1773320	Air carrier Captain reported momentarily exceeding the aircraft's maximum operating limit speed on descent. The Captain cited lack of flying as a contributing factor.
1773317	Air carrier Captain reported receiving a flap aural warning message due to having an incorrect flap setting on final approach.
1773249	Air Carrier Captain reported not completing the climb checklist resulted in an altitude deviation during departure. The Captain cited the decision to brief the arrival and approach earlier than expected caused a routine checklist to not be performed at the normal time.
1773222	Air Carrier office employee reported the office area for work would benefit from the installation of a higher-grade air filter to combat COVID-19.
1773213	Ground employee reported COVID-19 related concerns in their work environment.
1773201	Air Carrier First Officer reported not obtaining an ATC departure clearance prior to pushback, and cited a nonstandard pre-flight briefing given by the Captain and lack of flying as contributing factors.
1773190	Air carrier Captain reported that a large number of passengers waiting to board at several adjacent gates were standing so close together that social distancing was not possible. The Captain suggested that the gates in use be spaced out.
1773187	Air Carrier First Officer reported being uncomfortable and frustrated because many other pilots choose not to wear a face mask in the flight deck.
1773176	Air carrier First Officer reported multiple concerns with the COVID-19 sanitizing protocols used at the layover airport and hotel in a foreign country.
1773038	Flight Instructor and student reported conducting a circle to land approach to a runway which resulted in crossing over the extended centerline of the parallel runway. The crew stated the Tower was closed for COVID-19 cleaning.
1773034	GA pilot reported having an airspace incursion while on an instrument currency flight and cited lack of recent flying due to COVID-19 and unfamiliarity with the airspace as contributing factors.
1773000	Center Controller reported becoming fatigued due to working heavy traffic for an extended period of time and cited low staffing levels as a contributing factor.
1772985	Maintenance employee reported that employee buses are full and social distancing on them is not being properly addressed.
1772984	Technician reported requesting to know the company policy that governs the safe removal and disposal of HEPA filters and used PPE. Technician is also unsure of what qualifications are needed to perform those tasks.
1772982	Maintenance employee reported that social distancing on the bus is not possible due to lack of spacing.
1772967	Flight Attendant reported refusing to be in the cockpit to provide break relief because the First Officer would not wear a face mask. The Flight Attendant reported that the Captain asked for other flight attendants who would be willing to provide break relief under those conditions.
1772963	Flight Attendant reported that a passenger who had tested positive for COVID-19 was removed from the aircraft; however, other passengers were not deplaned and the aircraft was not sanitized.

ACN	Synopsis
1772846	Air Carrier flight crew reported obtaining an IFR clearance before Tower closed; however, they departed after Tower closed and did not obtain an IFR release for departure.
1772793	Ground employee reported concerns regarding the lack of social distancing in the airport lobby area.
1772792	Ground employee reported two ramp employees entered the breakroom without wearing a mask.
1772790	Ground employee reported concerns regarding the unfiltered air that employees are breathing in breakrooms and offices and recommends filters be installed to mitigate COVID-19 exposure.
1772774	Air Carrier First Officer reported an altitude deviation during departure and cited poor CRM and lack of flying as contributing factors.
1772766	Air Carrier flight crew reported a ramp incursion and cited lack of flying as a contributing factor.
1772754	Air Carrier Captain refused the aircraft due to a specific equipment MELed inoperative, which is reportedly used to reduce COVID exposure.
1772750	Air Carrier Captain reported the time required for the COVID-19 test delayed the departure of their flight.
1772737	Center Controller reported a near loss of separation and cited fogged up glasses due to wearing a face mask and poor coordination during a controller switch contributed to the event.
1772679	Flight Attendant reported not removing the face mask during the safety demonstration due to the close proximity of a passenger with face mask off while eating.
1772669	Flight Attendant reported possible COVID-19 exposure from a passenger on the inbound flight. The crew used the same aircraft outbound after being notified of the positive test.
1772628	Air Carrier First Officer reported 3 passengers would not comply with the face mask policy during flight and became belligerent toward the flight attendants.
1772599	TRACON Controller reported a loss of separation.
1772596	TRACON Controller reported a loss of separation and cited traffic volume and staffing issues as contributing factors.
1772532	Flight Attendant reported the requirement to wear a mask during flights is resulting in having low blood oxygen levels and associated headaches.
1772527	Flight Attendant reported a passenger with a dog was seated in the exit row; however, the flight attendant did not recognize this due to being distracted with the passenger's face mask non-compliance.
1772450	Ground employee reported the employee bus is overcrowded with all seats taken and passengers standing making social distancing impossible.
1772445	Ground employee reported individuals are not properly social distancing, nor adhering to face mask policy in the airport lobby environment.
1772439	Air Carrier First Officer reported pilots are not adhering to face mask policy in the crew lounge area.
1772421	Center Controller reported a hand off issue with adjacent airspace resulting in an airspace violation.
1772417	Center Controller reported confusion with taking over a TRACON's airspace and difficulty with coordination with Tower on how to handle some flights.
1772411	Center Controller reported a possible loss of separation and cited COVID-19 related staffing issues as a contributing factor.
1772351	Flight Attendant reported social distancing problems/concerns involving passengers, crew and maintenance personnel during boarding on a quick turn flight.
1772336	Air Carrier First Officer reported not following Standard Operating Procedures in a wind shear situation during departure and cited fatigue, weather, and low flight time in the last several months as contributing factors.
1772307	Air Carrier flight crew reported receiving a TCAS RA during departure. The TCAS RA was reportedly due to the aircraft's high rate of climb as a result of having a light gross takeoff weight.
1772232	Ground employees reported concerns regarding social distancing protections in their work environment.
1772225	Air carrier First Officer reported that the crew landed without a clearance after forgetting to contact Tower. The First Officer cited poor workload management and lack of recent flying as contributing factors.
1772192	Center Controller reported there was no official FAA guidance regarding how to handle traffic in the airspace when the facility went ATC zero for COVID-19 cleaning.
1772159	GA pilot reported an altitude excursion during approach and cited lack of recent flying as a contributing factor.
1772140	Technician reported not having enough air stairs and having to wait to accomplish a task.
1772117	Flight Attendant reported a passenger stated that another passenger had not been wearing a mask.
1772112	Flight Attendant reported a passenger was not compliant with face mask policy.
1772104	Flight Attendant reported having ear blockage problems during flight and questioned if it had to do with one Pack being 'out.'
1771985	Air carrier flight crew reported an altitude deviation during departure.
1771977	Ground employee reported concerns with COVID-19 sick leave related policies.
1771963	Air carrier Captain reported social distancing concerns during TSA screening.
1771961	Air carrier First Officer reported not being able to get a temperature check at the departure gate.
1771957	Air carrier First Officer reported not contacting the ramp before entering and cited as contributing factors a lack of recent flying and ATC not instructing them to contact ramp.
1771951	Air carrier Captain reported two passengers were not complaint with face mask policy during flight.
1771924	Air carrier flight crew reported a speed violation below 10,000 feet.



ACN	Synopsis
1771879	TRACON Developmental reported a loss of separation and cited lack of training in high traffic volume as a contributing factor.
1771799	GA pilot reported flying with a passenger, but not being current for takeoffs and landings to do so.
1771710	Air carrier Captain reported an air return was made after the First Officer was notified of exposure to someone who had tested positive for COVID-19.
1771706	Air carrier Relief Pilot and Captain reported forgetting to do the pre-flight walkaround and cited communication, distraction and lack of recent flying as contributing factors.
1771587	Air carrier Captain reported forgetting to submit the COVID assessment form prior to the first leg.
1771507	Air carrier Captain reported removing the face mask to drink coffee after completing pre-flight.
1771497	Air carrier Captain reported the First Officer did not want to wear a mask in the cockpit. The Captain decided due to concerns about exposure to COVID-19, to take the only option given of dropping the trip.
1771483	Air carrier pilot reported that many employees in the pilot lounge do not comply with company face mask policy.
1771477	Tower Controller reported safety concerns while transitioning to a temporary contingency tower while the permanent tower underwent COVID-19 cleaning procedures during a busy traffic time of day.
1771437	Corporate pilot reported the company lost or misplaced SFAR (Special Federal Aviation Regulation) records of the pilot's completed check ride during this pandemic period.
1771408	Flight Attendant reported a passenger was not compliant with face mask policy during flight.
1771400	Flight Attendant reported concerns over pilots and flight attendants not adhering to company face mask policy.
1771397	Corporate Captain reported an altitude deviation during climb and cited lack of flying as a contributing factor.
1771278	Dispatcher reported incorrect fuel burn numbers were given to a flight crew and cited workload, COVID related cleaning interruptions and ATC closures as contributing factors.
1771263	Dispatcher reported concerns with current staffing levels, especially when workload is increased due to weather divers, last minute ATC closures for sanitizing and international plus domestic re-routes.
1771103	Ramp employee reported COVID-19 related concerns regarding used gloves and paper towels repeatedly left in aircraft pits.
1771094	Air Carrier Captain reported a passenger may have had an allergic reaction to the sanitizing agent used on the aircraft.
1770996	Flight Attendant reported an aircraft cleaner employee would not comply with face mask policy.
1770986	Flight Attendant reported having to inform a passenger about the no vent mask policy and questioned whether the policy is still being adhered to.
1770983	Flight Attendant reported concerns with storing a bottle of sanitizing agent aboard the aircraft.
1770980	Flight Attendant reported several passengers were non-compliant with face mask policy.
1770979	Air Carrier flight attendants reported a uniformed passenger company employee was non-compliant with face mask policy.
1770978	Air Carrier Flight Attendant reported being uncertain of door arming/disarming procedures after being off for several months.
1770971	Air Carrier Flight Attendant reported not following COVID-19 seat policy in order to assist a passenger.
1770969	Air Carrier Flight Attendant reported a passenger was using a face mask with vents. The passenger had taped over the vents and Flight Attendant stated policy did not specifically address the taping of the vents.
1770962	Air Carrier flight attendants reported a few ceiling panels fell and hit a flight attendant and a passenger. Flight attendants stated the aircraft had been parked in the desert.
1770930	Helicopter Captain reported flying with an overdue engine power check inspection. Reporter cited being distracted after being informed that the crew from the previous shift was COVID-19 positive.
1770928	Helicopter Captain reported getting distracted and losing situational awareness resulting in a TFR incursion.
1770886	Air Carrier First Officer reported a flap over-speed due to a rapid climb rate, resulting from a light passenger load.
1770881	Air Carrier Captain reported an altitude overshoot resulting in an RA. The Captain stated the aircraft was very light in weight, which contributed to the event.
1770843	Air Carrier flight crew reported an RA while on approach. The Captain reported the Tower at this location was closed earlier than expected and this contributed to the event.
1770840	Air Carrier flight crew reported a false localizer capture, they were slow to react to the event and a track deviation occurred. The pilots stated an extended period of time off was a factor in their reaction time.
1770811	Ground employee reported a concern regarding social distancing on the employee bus.
1770770	ATC Controllers reported after 'ATC Zero' was enacted in their building there were no procedures to assist controllers to safely close sectors.
1770703	Flight Attendant reported a group of passengers would not comply with face mask policy.
1770698	Flight Attendant reported a passenger would not comply with face mask policy during flight.
1770691	Flight Attendant reported concern regarding the station's lack of aircraft sanitizing procedures.
1770603	Airport Ground Agent reported the employee bus is very crowded and is concerned social distancing is not being enforced.

ACN	Synopsis
1770592	Air carrier Captain reported that the cabin crew for the flight had been on an earlier flight that had passengers who had tested positive for COVID-19. Due to low exposure risk, it was decided the cabin crew could work the current flight.
1770555	Air carrier flight crew reported a ground conflict. The Captain stated fatigue and months without flying contributed to the event.
1770541	Air carrier flight crew reported a track and altitude deviation during departure. Flight crew cited task saturation and lack of flying were contributing factors.
1770520	Air carrier Captain reported returning to gate because a child passenger would not conform to face mask policy and the passenger's father was confrontational with the flight attendants.
1770493	Air Carrier flight crew reported loading the incorrect departure runway in the FMS but no track deviation occurred due to the flight path being the same. The First Officer reported distraction and COVID-19 job related concerns contributed to the event.
1770360	Helicopter Pilot reported a possible sporting event TFR violation. Pilot states the times of these active TFRs appear to change with little notice because COVID-19 is causing many changes to event schedules.
1770347	Corporate Captain reported poor judgment resulted in flying VFR into IMC. Captain reported outside pressures to depart contributed to the event.
1770331	Air Carrier Flight Attendant reported the flight was over capacity per social distancing policy and reported one passenger was uncooperative regarding social distancing during the flight.
1770309	Air carrier flight crew reported descending below charted altitudes while on approach and cited lack of recent flying as a contributing factor.
1770288	Air carrier First Officer reported confusion about being current under the company's policy as compared to the FAA currency exemptions.
1770269	Air Carrier Captain reported company procedures were not followed during a mechanical irregularity. Captain stated outside issues, including pressure to maintain schedule, disrupted the normal flow of crew duties.
1770055	Air Carrier Captain reported a track deviation and cited task saturation, hunger and lack of flying as contributing factors.
1770033	Ramp Agent reported incorrectly operating the cargo loader and made reference to being off of work due to a leave of absence for COVID-19.
1769995	Corporate Captain reported nonstandard procedures were used causing an attitude deviation. Captain stated lack of flying due to the COVID-19 pandemic was a contributing factor.
1769925	Air Carrier First Officer reported an important CG related bulletin for this aircraft was issued during a period of time when many crew members were not flying, and contributed to an unstabilized approach.
1769887	Air Carrier flight crew reported they forgot to receive clearance to land. First Officer reported this was the first flight after an extended period of time off.
1769884	Captain reported pilots are being exposed to COVID-19 because the company requires the use of specific headsets on the flight deck.
1769836	ATC Developmental and Instructor reported an aircraft that did not depart as anticipated with an arrival on final.
1769832	Air carrier First Officer reported flying without a current Airmen Certificate.
1769785	Flight Attendant reported wanting to know the results of a First Officer's COVID-19 test before upcoming trips due to concern about exposure.
1769771	Air Carrier Captain reported being pulled back to the gate to receive 3 passengers who were not on the flight yet due to being transported in a different bus for COVID-19 distancing.
1769759	Dispatcher reported excessive workload and lack of relief is causing safety of flight issues and work rule violations due to COVID related staffing cuts.
1769731	Airline office employee reported scanners were moved into their small room creating social distancing concerns as multiple people walk in their area to pick up the scanners.
1769653	Flight Attendant reported a passenger was non-compliant with face mask policy.
1769652	Flight Attendant reported concerns with communication and possible health issues resulting from wearing a face mask for so long.
1769610	Air Carrier flight crew reported thinking they were cleared for takeoff, but were only cleared to line up and wait.
1769592	Helicopter pilot reported being distracted during preflight due to concern about avoiding COVID-19 and left the chocks at the departure heliport.
1769529	Air carrier flight crew reported ATC requested they descend back to their cleared altitude of 14,000 during departure. The flight crew stated they never heard ATC cleared them to 14,000 feet and cited frequency congestion as a contributing factor.
1769514	TRACON Controller reported assuming a position to act as CIC because in reporter's mind the Supervisor CIC was not properly monitoring.
1769502	Corporate Captain reported a track heading deviation during departure and cited ATC workload as a contributing factor.
1769492	GA pilot reported a Class B airspace violation.
1769383	Technician reported the aircraft was parked and the parking orders never updated requiring a further maintenance delay.
1769363	Flight Attendant reported staff shortage and poor customer service due to the COVID-19 pandemic contributed to some passengers not being able to deplane in a timely manner.

ACN	Synopsis
1769359	Flight Attendant reported two passengers who were not complying with face mask policy did not want to remain seated while the cockpit door was open.
1769357	Flight Attendant reported that by providing passengers several food services allowed passengers to eat constantly and not have to comply with the face mask policy.
1769347	Flight Attendant reported the blocked seat in front of the FA jumpseat was assigned to a passenger. The CSA would not reassign the passenger per social distancing policy.
1769329	Air Carrier First Officer reported unable to land and entered holding due to the shortened hours of Approach Control at the destination. The destination Approach Control had failed to release the airspace before closing.
1769137	Captain reported concerns about safety of flight issues due to ATC controllers being under staffed and overworked while having to work multiple frequencies.
1769120	ATC Controller reported fatigue and safety concerns due to 6 day a week shifts and short staffing related to the COVID-19 pandemic.
1769115	GA pilot reported that, due to deteriorating weather, an overnight at a location other than the destination would have been a better idea than continuing the flight. But the COVID pandemic made the intermediate stop unappealing.
1769100	Corporate Captain reported a speed deviation and cited lack of flying during the COVID-19 pandemic as a contributing factor.
1769082	Technician reported making contact with an aircraft after moving a lift in the wrong direction.
1769072	Flight Attendant reported a passenger, whom had acted erratically and refused to wear a face mask on a previous flight, was allowed to board the flight.
1769070	Flight Attendant reported a passenger would not comply with the face mask policy.
1769064	Air carrier Flight Attendant in Charge reported a passenger became belligerent about the face mask policy and was removed from the flight.
1769038	Air carrier First Officer reported the flight's IFR flight plan was canceled near the destination airport because the ATC Center had airspace closures due to COVID-19.
1768858	Air carrier Captain reported a passenger would not comply with face mask policy and became belligerent with the Flight Attendant in Charge.
1768832	Center Controller reported a facility Supervisor continually does not follow state and NATCA guidelines regarding face mask policy.
1768777	Technician reported being distracted by cleaning crew on board which led to non-compliance with an overhaul due date.
1768765	Flight Attendant reported having a disagreement with the Captain and First Officer regarding their compliance with wearing face masks.
1768670	Air carrier flight crew reported the aircraft did not start the turn as expected because they had not activated heading select.
1768576	Captain reported a passenger was non-compliant about wearing a mask.
1768539	Air carrier flight crew reported a hard landing after the aircraft did not flare during a CAT 3 approach.
1768538	Air carrier flight crew reported a runway change prior to departure and departing without the correct load closeout.
1768471	Captain reported CSR was not aware of the need for them to be present when aircraft landed due to a family not complying with face mask policy during flight.
1768469	Air carrier flight crew reported that the Captain's airspeed and altitude became unreliable and they did not notify ATC prior to entering RSVM airspace.
1768458	Air carrier Captain reported undesirable pairing assignment along with operational fatigue.
1768455	Air carrier flight crew reported encountering multiple delays as passengers and crew members deplaned and went through a foreign country's required COVID-19 protocols. Crew also reported concerns with the layover accommodations.
1768450	Air carrier flight crew reported an overweight landing.
1768441	Air carrier Captain reported wanting to remove a passenger for not complying with face mask policy, but was over ruled by supervisors. The passenger intimidated the Purser during flight and was still non-compliant with face mask policy.
1768437	Air carrier Captain reported concerns relating to a quick turn of an aircraft and the flight being delayed due to scratches found on a door requiring a new maintenance release.
1768435	Air carrier First Officer reported requesting a warm up simulation prior to a re-qualification simulation and was denied.
1768393	Air carrier flight crew reported turning the wrong way on taxiway due to not clearly understanding Controller instructions. FO stated controllers wearing face masks could have contributed to them not clearly understanding the clearance.
1768391	TRACON Controller reported an airborne conflict and cited distraction caused by having to wear a face mask.
1768383	Pilot reported flying an aircraft without current registration.
1768327	Air carrier First Officer reported departing without the correct flight load closeout paperwork.
1768283	Air taxi First Officer reported a track heading deviation during departure.
1768272	GA pilot reported an altitude excursion and cited lack of flying as a contributing factor.

ACN	Synopsis
1768223	Flight Attendant reported being distracted and not arming two assigned doors.
1768219	Flight Attendant reported concerns with having to wear a face mask for so long throughout trips.
1768208	Corporate flight crew reported an unstabilized approach resulting in a missed approach/go-around.
1768195	Air carrier Captain reported failing to push the thrust levers into the TOGA detent before takeoff.
1768161	Air carrier flight crew reported an altitude deviation during departure.
1768082	Dispatcher reported late notice for a Center to be closed for COVID cleaning, which resulted in a divert.
1768056	Air carrier flight crew reported being distracted prior to departure and neglected to receive an amended release for an MEL item.
1768032	Air carrier Captain reported taking off with the pneumatics panel misconfigured and the left pack in Auto.
1768014	Air carrier Captain reported they overshot an assigned altitude during departure.
1768000	Air carrier Captain reported a Flight Attendant was not wearing a face mask and walking down the aisle of the aircraft with through passengers on board during a stop.
1767981	Flight Attendant reported numerous passengers did not complying with face policy during flight.
1767928	Flight Attendant reported a mother leaving a baby in the car seat and sitting in the row behind the infant. Mother refused to wear a face mask and return to row where infant was.
1767922	Flight Attendant reported not being sure if a commuting Flight Attendant is allowed to sit in a specific seat when another Flight Attendant is sitting in adjacent seat.
1767905	Flight Attendant reported a passenger was confrontational and refused to wear a face mask.
1767899	Flight Attendant reported being called out by a passenger when the mask covering the Flight Attendant slipped and revealed part of the nose.
1767894	Flight Attendant reported a passenger did not comply with face mask policy due to medical reasons.
1767838	Air carrier Captain reported a possibly intoxicated passenger was removed from the flight for non-compliance with face mask policy.
1767832	Air carrier flight crew reported a possibly intoxicated passenger was non-compliant with face mask policy.
1767818	Air carrier First Officer reported he selected TOGA before the engines had reached 40%.
1767811	Air carrier First Officer reported an altitude deviation after descending to avoid turbulence. The crew thought they were still cleared to a block altitude, but realized they were not after ATC asked them to confirm their altitude.
1767761	Tower Controller reported inadvertently giving an incorrect heading to a departing aircraft resulting in a conflict with an aircraft on final.
1767758	TRACON Front Line Manager reported a loss of separation and cited traffic complexity and staffing as contributing factors.
1767753	Tower Front Line Manager reported a runway incursion and concerns with the Local Controller not issuing a go-around instruction to an aircraft landing on the same runway.
1767704	Flight Attendant reported a passenger did not go through proper channels to clear medical in regards to not having to wear a face mask.
1767688	Air carrier flight crew reported the FO may have pressed the autothrottle disengage button rather than the TO/GA button during takeoff roll. The flight crew rejected the takeoff and cited the FO's lack of flying as a contributing factor.
1767674	Air carrier Captain and Dispatcher reported missing a document that was needed before departure. Dispatch sent the document when aircraft was airborne.
1767595	Ground Controller reported a runway incursion due to communication issues with Local Control. Reporter stated staffing issues contributed to the event.
1767532	Flight Attendant reported that after boarding the aircraft they exited with a passenger who did not comply with face mask policy.
1767507	Flight crew reported crossing a runway, taxiing to parking, while not sure if the clearance instructions were for them due to Tower muffling the callsign.
1767490	Air carrier First Officer reported confusion on which intersections they should be going to on the STAR during descent.
1767455	Tow driver reported towing an aircraft into a gate and having the towing aircraft's wing hit a parked aircraft at the adjacent gate.
1767378	Flight Instructor and Local Controller reported the instructor's flight departed without clearance with traffic on very short final after mistakenly taking another aircraft's clearance for takeoff.
1767373	GA pilot reported a track deviation during departure and cited clearance confusion as a contributing factor.
1767354	Flight Attendant reported concerns with company's actions relating to COVID-19 possible exposure.
1767306	Air carrier Captain reported a weight and balance issue due to a misunderstanding of the passenger counting process.
1767223	Air carrier Captain reported a passenger refused to comply with face mask policy.
1767217	Air carrier First Officer reported being exposed to COVID-19 and cited concerns with the company not notifying other employees who may have also been exposed.
1767202	Air carrier First Officer reported forgetting to get screened for COVID-19 prior to reaching the aircraft.
1767200	Air Carrier flight crew did not call Ramp Control prior to entering the ramp area.
1767198	Air Carrier Captain reported ground crews are not properly spraying the inside of the aircraft.

ACN	Synopsis
1767196	Air carrier Captain reported a passenger was removed from the flight due to non-compliance with face mask policy.
1767155	Center Controller reported an airborne conflict.
1767131	Pilot reported flying an aircraft with an out of date registration.
1767073	Pilot reported flying without proper registration.
1767016	Pilot reported flying twice with an out of date registration.
1767001	Lead Technician reported not following published maintenance procedures after being out of practice for an extended period of time.
1766916	Air Carrier flight crew descended below their cleared altitude. The crew cited distraction and the FO's lack of flying as contributing factors.
1766874	Air Carrier First Officer reported a speed deviation below 10,000 feet during descent.
1766837	Air carrier Captain reported maintenance items remained open after the aircraft had not flown in 5 days.
1766786	Air carrier flight crew reported the parking brake was still set during pushback resulting in a broken tow bar shear pin. Both pilots referenced lack of flying as a contributing factor.
1766783	Ground Controller reported a procedural error that resulted in delaying a departing aircraft.
1766762	Tower Controller reported a ground communication issue resulting in a taxiway incursion. Controller was working multiple positions including Ground 1 & 2 along with FD/CD.
1766761	TRACON Controller reported an aircraft overshoot an altitude clearance resulting in a conflict.
1766750	GA pilot reported being unable to contact ATC due to possible Controller under staffing resulting in a Class C airspace violation.
1766737	Corporate flight crew reported flying the aircraft with the registration expired. US mail had been delayed plus a shortage of office staff due to COVID-19, were cited as factors in the procedural deviation.
1766713	Flight Attendant reported the Captain did not wear a face mask throughout their flight pairing.
1766707	Flight Attendant reported a passenger did not comply with the face mask policy.
1766564	Pilot and Controller reported a runway incursion due to the pilot misunderstanding of ATC's clearance.
1766540	Flight Attendant reported exposure to COVID-19 and described aircraft sanitizing concerns.
1766439	Air Carrier First Officer reported a track deviation after missing a transition waypoint during an ILS arrival.
1766276	Air carrier First Officer reported the crew was not notified by the company of exposure to a COVID-19 positive employee.
1766062	Air Carrier flight attendants reported a passenger would not comply with face mask policy and was removed from the flight.
1766051	Flight Attendant reported feeling pressured to sit in a cabin jumpseat near passengers assigned to company blocked seats. Flight Attendant was later informed of exposure to COVID-19.
1766049	Passenger reported the flight attendants erected a curtain in the coach cabin as a rest area during flight. Passenger expressed safety and security concerns with this incident.
1766047	Flight attendants reported dealing with a sick passenger during flight.
1766046	Flight Attendant reported experiencing burning eyes and throat as well as headaches upon boarding aircraft. Flight Attendant referenced the sanitizing agent used to clean the aircraft as a possible cause.
1766041	Flight Attendant reported multiple concerns with wearing a face mask.
1766037	Flight Attendant In Charge reported being distracted by a face mask compliance issue and not verifying all before takeoff duties were completed.
1766025	Flight Attendant reported a passenger did not comply with the face mask policy, nor cell phone regulations.
1766001	Air carrier Captain reported the Operations Manager was unable to help the crew during an in-flight mechanical problem due to being involved with a COVID-19 situation.
1765999	Air carrier flight crew reported a track heading deviation and cited lack of flying as a contributing factor.
1765996	Air carrier Captain reported making a procedural error during preflight and cited a distraction and lack of recent flying as contributing factors.
1765957	Air carrier pilot reported a track heading deviation during climbout. Pilot cited distraction and lack of flying as a contributing factors.
1765903	Air carrier Captain reported requesting the company ban single layer neck gators as they do not provide adequate protection.
1765901	Air carrier Captain reported the First Officer would not wear a face mask in the cockpit when asked to.
1765884	Air carrier Captain reported an unstabilized approach and cited lack of proficiency after an extended period of time off as a contributing factor.
1765880	Air carrier flight crew reported an altitude overshoot due to a light aircraft.
1765877	Air carrier Captain reported several passengers were not complying with face mask policy.
1765801	Air carrier pilot reported flight attendants excellently handled a passenger misconduct event during pushback.
1765758	Air carrier pilot reported an unstabilized approach resulting in a go-around.
1765719	Captain reported a passenger was not complying with face mask policy and was eventually removed from the flight.
1765691	Dispatcher reported excessive workload due to staffing issues.
1765686	Air carrier First Officer reported an aircraft went around due to winds, while they were departing a parallel runway causing an airborne conflict.

ACN	Synopsis
1765676	Air carrier flight crew reported executing a go-around after seeing there was a vehicle on the runway. The Tower was closed at time of the event and the crew was on the wrong frequency.
1765673	Air carrier flight crew reported not flying the correct departure procedure and not realizing it until after contacting ATC.
1765666	Air carrier flight crew reported a track heading deviation during arrival and both pilots cited lack of flying as a contributing factor.
1765651	Air carrier flight crew reported turning right instead of left on departure. Both pilots referenced lack of flying as a contributing factor.
1765647	Air carrier First Officer reported that despite multiple PAs, passengers would not comply with face mask policy.
1765646	Air carrier First Officer reported seeing pilots in the lounge not wearing face masks.
1765643	Air Carrier flight crew reported they had configured the bleed air system incorrectly before takeoff.
1765641	Air carrier Captain reported food that is provided for passengers and crew is unfit for human consumption on specific flights.
1765512	Air carrier Flight Attendant reported a parent could not make a child comply with the face mask policy during boarding.
1765510	Air carrier Flight Attendant reported unacceptable cleaning and sanitizing procedures by the cabin cleaning crew.
1765509	Air carrier Flight Attendant reported concerns with crew rest facility restrictions during the COVID-19 pandemic.
1765503	Flight Attendant reported experiencing symptoms similar to a cold or allergies during flight and did not think it could be COVID-19 symptoms until at home.
1765465	Air carrier Captain reported a flap setting issue during climbout and stated that a callout sounding similar to the flap callout may have caused confusion.
1765414	Air carrier ground employee reported concerns with management not taking the steps necessary to stop the spread of COVID-19 in their work environment.
1765412	Air Carrier Captain reported experiencing an unsafe push-back from the gate.
1765395	Air carrier flight crew reported departing with an incorrect pack configuration.
1765375	Air Carrier Captain reported a taxiway incursion and stated Taxiway T2 which was included in their clearance is not charted.
1765370	Air carrier flight crew reported ATC was difficult to communicate with and suggested that staffing is a contributing factor.
1765357	TRACON Controllers reported social distancing, during the training period, may have contributed to an incorrect altitude assigned to the aircraft.
1765292	Technician reported confusing dates relating to work that needed to be performed on an aircraft that had been in storage.
1765287	Flight Attendant reported inadvertently not briefing exit row passengers due to other passengers making special seating requests.
1765278	Air carrier Captain reported being distracted and not contacting the ramp before taxiing to the gate.
1765261	Air carrier Captain reported conducting a go-around due to improper aircraft configuration and cited loss of situational awareness as a contributing factor.
1765222	Air carrier First Officer reported a slat/flap indication problem on departure resulting in a return to departure airport.
1765217	Air carrier First Officer reported possible jet blast from a heavy aircraft crossing a parallel runway, while departing.
1765168	Center Controllers reported an aircraft landing at an airport where the runway was closed.
1765150	Flight Instructor reported a Class C airspace incursion.
1765120	Flight Attendant reported the Captain advised the crew that he would not be wearing a mask in the cockpit.
1765090	Air carrier Captain reported a passenger reported having health issues during the flight.
1765081	Air carrier First Officer reported a go-around due to ATC clearing another aircraft for takeoff while reporter's flight was on short final.
1765071	Air carrier Captain reported an airborne conflict while climbing to assigned altitude.
1765070	Air Carrier flight crew reported over shooting an assigned altitude with a light aircraft, resulting in an airborne conflict.
1765035	Air carrier Captain reported flight attendants did not have correct sizes of Personal Protection Equipment to work safely.
1764979	GA pilot reported having communication issues with Center.
1764948	Flight Attendant reported a passenger was non-compliant with face mask policy.
1764941	Flight Attendant reported a passenger kept switching seats and did not comply with face mask policy during flight.
1764938	Flight Attendant felt coerced into letting a non-working Flight Attendant sit in a seat that was not supposed to be used because of social distancing.
1764935	Flight Attendant reported losing focus and using a cell phone app while parked and waiting for a gate.

ACN	Synopsis
1764934	Flight Attendant reported forgetting to put a mask back on prior to doing a water service.
1764931	Flight Attendant reported concerns with having to wear a face mask and the use of hand sanitizers.
1764930	Flight Attendant reported several concerns with having to wear a face mask.
1764890	Dispatcher reported confusion over a Dispatcher desk being closed and who was responsible for certain flights.
1764855	Customer Service Representative reported COVID-19 issues relating to agents in the terminal at check in.
1764847	Customer Service Representative reported a crowded and unsafe area in the lobby, which did not allow for proper social distancing.
1764805	Air carrier Captain reported having no pillows on flights due to COVID-19 and not being able to adequately rest.
1764798	Air carrier First Officer reported the Captain of the flight created a 'toxic' cockpit environment.
1764796	Air carrier flight crew reported an unstabilized approach due to a wrong flap setting.
1764793	Air carrier flight crew reported executing a go-around due to a ground proximity warning.
1764789	Air Carrier Captain reported the aircraft leveled off 1,000 feet before assigned altitudes multiple times, and during multiple trips.
1764752	GA pilot reported a taxiway incursion and cited construction related distraction and lack of flying as contributing factors.
1764719	GA pilot reported becoming NORDO and flying through an MOA.
1764597	Dispatcher reported having to work too many flights during shift.
1764595	Dispatcher reported improper turnover of flights during shift.
1764594	Dispatcher reported having to work too many aircraft due to staffing related issues after several dispatchers called in sick.
1764542	Air carrier pilot reported an unstabilized approach and cited lack of flying as a contributing factor.
1764540	Air carrier flight crew reported an altitude deviation during arrival resulting in an airborne conflict.
1764536	Air carrier First Officer reported an APU drain mast/hydraulic reservoir vent was discovered missing by ground crew after landing.
1764522	Pilot reported flying an aircraft with an MEL deferral that had expired its allowed 500 hours.
1764496	Dispatcher reported that too many flights are being assigned to each desk, leading to heavy workload and safety concerns.
1764491	Air carrier pilot reported that there was not a mechanic's signature or employee number on the balancing logbook entry regarding an APU door status message.
1764442	Air Carrier flight crew reported over shooting an altitude during departure.
1764432	Air carrier Captain reported ATC gave a very complicated taxi clearance during the landing rollout at 100 knots.
1764412	TRACON Controller reported an airborne conflict.
1764316	Air carrier flight crew reported not communicating with operations and did not receive the new load out until airborne.
1764309	Air Carrier Captain reported a track heading deviation while on departure.
1764304	Air carrier flight crew reported setting up for the incorrect runway during approach.
1764293	Dispatcher reported an overwhelming amount of flights the Dispatcher was advised they would be working, due to staffing issues.
1764286	Air carrier flight crew reported overshooting an assigned altitude during departure and cited the rate of climb due to the aircraft being light in weight as a contributing factor.
1764277	Air carrier flight crew reported being distracted during preflight and the flight departed without the logbook on board.
1764220	Approach Controller reported vectoring three aircraft to a closed runway and not realizing it until the first aircraft went around.
1764168	Technician reported an aircraft in storage had an inspection come due without being placed back in service.
1764157	Air carrier pilot reported being advised by flight attendants during taxi out that passengers were not complying with face mask policy.
1764063	Air carrier Captain reported a Flight Attendant advised that a passenger was non-compliant with face mask policy.
1764062	Air carrier flight crew reported a flap overspeed issue on initial approach.
1763953	Flight Attendant reported several concerns with individuals having to wear face masks.
1763892	Air carrier pilot reported an in-flight passenger misconduct event.
1763764	Flight attendants reported a passenger boarded wearing a powered air purifier respirator during the flight and they were not sure if it was allowed.
1763762	Flight attendants reported a passenger did not comply with face mask policy during flight.
1763759	Flight Attendant reported a child would not wear a seatbelt, nor a face mask and was eventually deplaned.
1763742	Flight Attendant reported a passenger did not comply with face mask policy.
1763723	Corporate jet Captain reported a communication issue between ATC facilities resulted in an airborne conflict.
1763584	Air carrier flight crew reported missing a speed restriction clearance possibly due to the Controller wearing a face mask.

ACN	Synopsis
1763547	GA pilot reported ATC clearance issues involving similar call signs and cited Controller workload as a contributing factor.
1763430	First Officer reported flight missed an altitude level off because they were a little rusty.
1763410	Technician reported work environment concerns that aren't being taken care of by management.
1763404	Flight Attendant reported a passenger was removed from the flight due to non-compliance with face mask policy.
1763397	Flight Attendant reported a passenger did not comply with face mask policy.
1763387	Flight Attendant reported several passengers did not complying with face mask policy during flight.
1763385	Flight Attendant reported jumpseat social distancing concerns due to specific seats being made available by an Agent.
1763379	Flight Attendant reported a confrontational passenger who did not want to comply with face mask policy.
1763378	Flight Attendant reported multiple passengers did not comply with face masks policy.
1763342	Air carrier Captain reported Flight Attendant advised them of passengers not complying with face mask policy.
1763321	Air carrier Captain reported being distracted by a Flight Attendant call and the autopilot disconnected during flap extension.
1763319	Air carrier flight crew reported an unstablized approach and landing and cited lack of flying as a contributing factor.
1763209	Center Controller reported a mistake involving handing off an aircraft to the wrong sector and cited staffing levels as a contributing factor.
1763195	TRACON Controller reported failing to coordinate an Opposite Direction Operation with Tower.
1763194	Tower Controller reported an aircraft missed a turn and came within less than the required separation from a tall obstruction.
1763192	Center Controller reported disagreement with Operations Manager when Controller put in aircraft flow coming into the sector reporter was working.
1763191	Tower Instructor and Developmental reported overlying Center not complying with the two facilities' LOA.
1763155	Pilot reported being under pressure and flew a ferry flight without proper documentation.
1763147	Corporate Captain reported neither crew member was current to make a landing on a night flight and realized it after they had departed.
1763137	Flight Attendant reported a family with child were removed from the flight because of non-compliance regarding face mask policy. The family was incorrectly told by station agents, a mask was not required for the 2 year old.
1763134	Flight Attendant reported a passenger resisted adhering to face mask policy. No further action was taken for fear of escalating the situation.
1763133	Flight Attendant reported having to remind two passengers about the face mask policy. FA backed off for fear the situation would escalate.
1763132	Flight Attendant reported a passenger did not adhere to the cell phone or face mask policy. FA stated the passenger was rude, loud, combative and used profanity.
1763130	Flight Attendant reported having difficulty maintaining social distancing while at the jumpseat.
1763117	Air carrier First Officer reported a speed deviation and cited lack of flying as a contributing factor.
1762974	Mechanic reported that after pitot inspections are accomplished prior to departure, aircraft frequently sit on the ground for hours with no pitot tube covers to protect against contaminants.
1762964	Flight Attendant reported a family, part of a traveling group, were not compliant with face mask policy.
1762961	Flight Attendant reported a passenger was argumentative about wearing a face mask during the flight and also would not adhere to social distancing.
1762960	Flight Attendant reported most passengers drop their face mask before they are offered the beverage service.
1762958	Flight Attendant crew reported a family did not comply with face mask policy.
1762954	Flight Attendant reported the disinfecting spray is making individuals nauseous.
1762952	Flight Attendant reported that many passengers were not wearing face masks properly.
1762948	Flight Attendant reported the disinfecting spray used for sanitizing aircraft is irritating to eyes and nasal passages.
1762945	Flight Attendant reported a passenger refused to adhere to face mask policy.
1762934	Flight Attendant reported a passenger was removed from the flight due to refusing to adhere to face mask policy.
1762933	Flight Attendant reported that when flight attendants are in the flight deck, pilots do not wear face masks.
1762852	Air Carrier Captain reported the aircraft arrived from the maintenance hangar with switches and fueling in nonstandard conditions.
1762829	Tower Front Line Manager reported problems with the ASOS failure and notification from the Contract Weather Observer.
1762776	Flight Attendant reported boarding and deplaning issues related to social distancing concerns.
1762740	Air carrier flight crew reported that while cleaning the cockpit displays, the altitude selector was inadvertently changed resulting in an altitude deviation.
1762700	Ground employee reported that it is difficult to get from one area to another because of out of service equipment and the equipment that is usable is not cleaned correctly.



ACN	Synopsis
1762642	GA pilot reported losing multiple systems and equipment during departure and opting for an immediate return to the departure airport.
1762607	Flight Attendant reported a Captain did not comply with face mask policy.
1762602	Flight Attendant reported a passenger was non-compliant with face mask policy.
1762536	Air carrier First Officer reported an issue relating to duty time compliance.
1762502	Dispatcher reported not properly planning for a Center to be ATC Zero for COVID cleaning.
1762499	Air carrier Captain reported that after pushback the aircraft was towed back to the gate to remove a passenger who was verbally abusive and refused to wear a face mask.
1762482	Air carrier First Officer reported that the aircraft had multiple maintenance status messages before departure which were inadvertently not cleared before departure due to a series of interruptions during pre-flight.
1762318	GA pilot reported reduced Tower services at a Class D airport due to COVID-19 has resulted in an unsafe environment and described several conflicts occurring while the Tower was closed.
1762281	Flight Attendant reported the majority of passengers were not complying with face mask policy.
1762269	Flight Attendant reported multiple passengers did not comply with face mask policy.
1762256	Air carrier Captain reported returning to the gate to remove four passengers who were disruptive and refusing to comply with face mask policy.
1762254	Air carrier Captain reported an airborne conflict with a VFR aircraft. The Captain stated their climb rate was higher than usual due to aircraft being lighter in weight.
1762201	Customer Service Representative reported that the airport is pumping artificial fragrances that are irritating and can cause headaches.
1762188	Air carrier Captain reported becoming ill after working on a trip with a sick Flight Attendant who did not inform all crew members that she was feeling sick and then later tested positive for COVID-19.
1762187	Air carrier flight crew reported track heading and altitude deviations during departure and cited confusing ATC instructions as a contributing factor.
1762179	Air carrier flight crew reported an entry error while loading the STAR into the FMC/FMS.
1762064	TRACON Controller and air carrier Captain reported an airborne conflict situation between the Captain's commercial aircraft and an unknown VFR aircraft.
1761957	Air carrier flight crew reported that an outer windshield pane shattered during cruise following a window heat failure.
1761950	Air carrier flight crew reported turbulence and a flap overspeed. One crew member reported the flying pilot had not flown for an extended period of time.
1761850	Air Carrier Captain reported an unstable approach due to poor CRM and lack of flying.
1761842	Air carrier First Officer reported an unstable approach and stated this was the first flight in 2 months.
1761831	Dispatcher reported the flight was re-routed because ATC was closed due to COVID-19.
1761811	Air Carrier First Officer reported landing without a clearance and stated lack of flying was a contributing factor.
1761777	Air carrier Check Airman reported not following the published checklist due to fatigue and not having flown in the last 6 months.
1761773	Air Carrier Captain reported a track deviation during approach and cited fatigue and low flight time during the pandemic as contributing factors.
1761764	Air Carrier flight crew reported an unstable approach in gusty wind conditions. First Officer (PF) cited having minimal flight time this year.
1761732	Corporate pilot reported an altitude deviation and cited lack of recent flying as a contributing factor.
1761665	Air carrier flight crew reported that the first portion of the approach was unstable due to not slowing early enough on final approach.
1761579	Pilot reported conducting an unstable instrument approach and cited lack of proficiency due to difficulty finding a safety pilot for practice during the COVID-19 pandemic.
1761560	Air carrier First Officer reported that the Flight Attendant safety briefing did not include procedural guidance on how passengers should remove face masks and don oxygen masks in the event of an emergency.
1761530	Technician reported that task cards for servicing the APU of aircraft in storage do not have the correct reference number.
1761528	Flight Attendant reported that a passenger was wearing only a face shield and was asked to wear a face mask to be in compliance.
1761522	Flight attendants reported a partial slide deployment while opening the cabin door due to the door inadvertently not being disarmed.
1761517	Flight Attendant reported a passenger did not comply with face mask policy during flight.
1761506	Flight Attendant reported concerns with cleaners sanitizing the aircraft too quickly.
1761490	Air carrier flight crew reported a track heading deviation.
1761435	Air carrier Captain reported that prior to gate departure a lavatory smoke warning occurred. The passenger allegedly smoking in the lav refused to leave and was ordered off by the Captain.
1761410	Ramp employee reported company is spraying the break-rooms and other areas while personnel are still in the area.
1761407	Ground employee reported being in contact with a coworker who tested positive for COVID-19 and asked to report to work the next day.

ACN	Synopsis
1761398	Ground employee reported concerns with others not wearing face masks, nor taking COVID-19 seriously.
1761379	Air carrier flight crew reported a flap configuration problem on departure resulting in a speed deviation. First Officer made reference to lack of flying as a contributing factor.
1761371	Flight Attendant reported two passenger were removed from flight due to non-compliance with face mask policy and insulting a flight attendant.
1761319	Air carrier Captain reported an altitude deviation during approach.
1761275	Air carrier Captain recommended the FAA require a temporary face covering policy inside all interior buildings which serve 121 and 135 crew and passengers.
1761269	Pilot reported being advised of a possible overflight of a required maintenance inspection.
1761180	Pilot reported cross-channeling transmissions between Comm 1 and 2 radios.
1761167	Flight Attendant reported a passenger did not comply with face mask policy.
1761165	Flight Attendant reported the aircraft being wet after cleaning crew fogged the interior.
1761160	Flight Attendant reported a passenger was removed from the flight for non-compliance with face mask policy.
1761157	Flight Attendant reported a passenger did not comply with face mask policy during flight.
1761153	Flight Attendant reported cross-contamination concerns with the increase in food and beverage services provided to passengers during flights.
1761146	Flight attendants reported issues with crew members not complying with face mask policy.
1761013	Air carrier pilot and Dispatcher reported a required alternate airport was not filed prior to departure.
1761012	Air carrier flight crew reported they inadvertently took off with the wrong data loaded in the FMC.
1760997	Air carrier Captain reported departing without correct paperwork and cited lack of flying as a contributing factor.
1760988	Ramp employee reported receiving conflicting information as to when to go back to work after being exposed to COVID-19.
1760972	Tower Controller reported that after clearing an aircraft for takeoff it did not have enough in trail distance from another aircraft departing the same runway.
1760963	TRACON instructor reported an aircraft departing and not squawking, flying close to 100 miles through various different airspace at 12,000 feet.
1760916	GA pilot reported flying the incorrect pattern after the Tower closed.
1760902	Flight Attendant reported a passenger complained about sitting next to another passenger and did not comply with face mask policy.
1760901	Flight Attendant reported a passenger did not comply with face mask policy during flight.
1760899	Flight Attendant reported a passenger was removed from flight due to not complying with face mask policy.
1760875	Air carrier Captain reported a flap misconfiguration leading to an unstablized approach and go-around.
1760864	Air carrier flight crew reported an altitude deviation and cited fatigue and lack of flying as contributing factors.
1760833	Air carrier Captain reported calling in fatigued and being told months later they are expected to fly fatigued.
1760818	Air carrier flight crew reported a track heading deviation and cited First Officer's lack of flying as a contributing factor.
1760738	Flight Attendant reported there were only 3 fully operational lavatories during a long haul flight.
1760736	Flight Attendant reported a passenger that sat in the exit row had hearing problems and was displaying symptoms of possibly being sick.
1760679	Air carrier pilot reported being distracted by the Tower Controller working Ground and Local Control.
1760619	Corporate pilot reported overshooting assigned altitude on departure.
1760614	Pilot reported flying nearby an area of smoke and was unable to find an associated TFR. After the flight, pilot confirmed a TFR was active but did not post in time on EFB software.
1760576	Maintenance Lead Inspector reported a step was being skipped during lavatory faucet sanitation procedures.
1760562	Flight Attendant reported cleaners did not sanitize the aircraft per company standards/policy.
1760561	Flight Attendant reported passengers wearing non-approved face masks.
1760560	Flight Attendant reported failing to conduct a required briefing after many distractions during deplaning/boarding including cleaners entering while passengers were deplaning.
1760544	Flight Attendant reported a passenger was removed due to non-compliance with face mask policy.
1760539	Flight Attendant reported a passenger did not comply with face mask policy.
1760536	Flight Attendant reported observing multiple events of non-compliance with face mask wearing among passengers and crew members, and cited a lack of policy enforcement as a contributing factor.
1760463	Air carrier flight crew reported experiencing an RA inbound to Newark and cited Controller workload as a contributing factor.
1760452	Air carrier pilot reported a passenger was removed due to non-compliance with face mask policy.
1760437	Air carrier First Officer reported an unstablized approach resulting in a go-around.
1760411	Customer Service Agent reported that agents are doing baggage handling during the COVID-19 pandemic and may get hurt lifting so many bags per shift.
1760403	Air carrier Captain reported an air cooling machine issue during taxi out resulting in excessive heat in the rear of the aircraft and a return to gate. Maintenance reportedly wanted to defer the issue, but the crew and Dispatch decided against it and opted for an aircraft swap.
1760374	Air carrier First Officer reported not making the second crossing restriction on arrival.

ACN	Synopsis
1760348	Air carrier Captain reported a group of passengers appeared to be intoxicated during boarding. One of the passengers was removed from the flight, the others were reportedly not compliant with face mask policy during the flight.
1760313	Corporate Captain reported a slow and manageable cabin decompression event.
1760308	Pilot reported violating a sporting event TFR during the COVID-19 pandemic.
1760306	Pilot reported concerns with some flight schools not requiring face mask to be worn during flights.
1760296	Pilot reported an airspace violation due to a fast climbing, lighter than usual aircraft.
1760237	Flight instructor reported difficulty talking to passenger while wearing a face mask and had an airspace violation while attempting to fix the communication issue.
1760218	Pilot reported ATC being too busy to communicate with them while attempting to request a clearance to descend.
1760152	Part 121 pilot reported not being sure if he was current to fly a Part 91 flight.
1760111	Flight Attendant reported that cleaners were barging onboard and 'swimming' upstream while passengers were trying to deplane.
1760105	Flight Attendant reported social distancing concerns with seat assignments.
1760104	Flight Attendant reported gate agent issued seats that according to company policy were not supposed to be used.
1760103	Flight Attendant reported a row that is typically blocked for Flight Attendant use was released for passenger seating.
1760102	Flight Attendant reported that agents filled seats that, per social distancing guidelines, should have remained empty.
1760099	Flight Attendant reported a Gate Agent filled seats that were not supposed to be filled.
1760097	Flight Attendant reported that another Flight Attendant who reportedly had not flown for over 5 months, sat in the wrong seat for takeoff and did not follow procedures for opening a door.
1760017	First Officer reported not realizing that they did not receive a re-release.
1759947	Air carrier First Officer reported that flight dispatchers are filing flight plans that use the wrong arrival into an airport, causing problems for flight crews during arrival.
1759940	Air carrier Captain reported a passenger was removed for non-compliance with face mask policy.
1759827	Ground worker reported not being informed by management that a co-worker tested positive for COVID-19. The ground worker had worked with the co-worker and then visited family, resulting in possible exposure.
1759824	Ramp worker reported that an inadequate number of conveyor belts at a terminal resulted in ramp crew hand-carrying baggage up jet bridge stairs repeatedly, exposing them to multiple safety risks.
1759820	Ramp worker reported that a co-worker tested positive for COVID-19. The ramp worker was not notified by management and continued to work.
1759810	Center Controller reported an airborne conflict while working combined sectors and cited handoff related issues contributed to the event.
1759807	Center Controller reported that during a controller de-brief/switch an airborne conflict occurred due to the distraction.
1759796	Tower Controller reported not being sure if a landing clearance was given to an arrival aircraft.
1759781	Tower Controller reported an aircraft lined up for the wrong runway during approach.
1759780	ZFW Center Controller working combined sectors reported an airborne conflict and cited workload and staffing issues as contributing factors.
1759745	GA pilot reported a NMAC on final to SMO airport. Tower closure was cited as a contributing factor.
1759720	Flight Attendant reported forgetting to disarm the R1 door and cited lack of flying in this specific aircraft type as a contributing factor.
1759718	Flight attendants reported two passengers were not compliant with face mask policies.
1759709	Air carrier flight crew reported not notifying the Dispatcher of a navigation light that was out of service.
1759658	Air carrier Captain reported checking in and hearing the Controller tell everybody to stand by. They continued on assigned heading and altitude, finally being told they were on the wrong frequency. Controller reportedly was working multiple frequencies.
1759647	Air carrier flight crew reported going over 250 knots below 10,000 feet. Pilot flying made reference to lack of flying as a contributing factor.
1759574	Ground Controller reported inadvertently taxiing an aircraft into a restricted area.
1759543	Small Transport aircraft pilot reported not contacting Departure Control and stayed with Tower until switching to Center Control.
1759522	Flight attendant reported a passenger was wearing a vented face mask which is not in compliance with policy.
1759518	Flight attendant reported a passenger was non-complaint with face mask policy during the flight.
1759515	Flight Attendant reported a passenger boarding was wearing a vented face mask which is not in compliance with policy.
1759498	Flight Attendant reported concerns with having to fly with a Flight Attendant that had been in contact with another Flight Attendant that had tested positive for COVID-19.
1759478	Air carrier Captain reported a passenger appeared intoxicated during boarding, but was allowed to fly. During the flight the passenger was non-compliant with face mask policy.

ACN	Synopsis
1759411	Air carrier First Officer reported altitude deviation on a departure and cited lack of flying as a contributing factor.
1759362	Air Carrier Captain reported setting and taking off with an incorrect flap position.
1759319	Air Carrier Flight Attendant reported that a Flight Attendant did not use correct procedures arming and disarming the aircraft door. In addition, the Flight Attendant did not follow face mask policy.
1759313	Flight Attendant reported that having to wear a face mask could affect the FA's ability to perform certain safety functions, especially in the case of an emergency situation.
1759282	Air Carrier flight crew reported taking off without an ATC clearance. Captain reported having not flown in 6 months.
1759279	Air Carrier Captain reported taking an ATC clearance for a similar sounding aircraft on the same frequency. The Captain reported the Controller was working multiple sectors at the time.
1759256	Air carrier pilot reported the Captain's windshield cracked in cruise and the flight diverted successfully. Pilot surmised that the plane's lengthy time being parked contributed to the event.
1759213	Ramp Agent reported damaging the aircraft during cargo loading because the agent's eye glasses were fogging up due to the face mask.
1759211	Ramp worker reported that a tailstand was not available to support the plane while passengers were deplaned from the front of the aircraft.
1759187	Air carrier First Officer reported the flight departed with incorrect release documentation. The First Officer referenced not having flown in the last 6 months due to the COVID-19 pandemic.
1759162	Air carrier Captain reported a passenger was removed from flight due to non compliance with face mask policy.
1759113	TRACON Controllers reported a loss of separation while working combined positions due to staffing and handoff/communication issues. The First Officer of one of the aircrafts involved also reported the conflict and made reference to the miss-communication between controllers.
1759034	Flight Attendant reported a passenger was not compliant with seat belt, carry on placement and face mask policies.
1759026	Flight Attendant reported not briefing an exit row passenger due to the late arrival of the passenger.
1759020	Dispatcher reported being overwhelmed with aircraft due to staffing shortages and computer system difficulties.
1758920	Air carrier flight crew reported a Flight Attendant was not seated for departure due to having to deal with passengers not properly wearing face masks.
1758916	Air carrier flight crew reported numerous changes to the arrival resulted in a crossing restriction altitude overshoot.
1758904	Pilot reported being out of communication with ATC in Class A due to inadvertently changing frequencies and not noticing it until some time later.
1758752	Air Carrier flight crew reported reoccurring altimeter and airspeed maintenance problems on an aircraft that had been in and out of service several times during the 'economic downturn.'
1758738	Air Carrier Captain reported an airborne conflict followed by TCAS RA instructions which they adhered to by leveling off. The Captain made reference that the aircraft was light in weight for this flight.
1758726	Air Carrier Captain reported failure to enter a maintenance discrepancy in log book. Captain was distracted due to an extended briefing with the Flight Attendants regarding the personal impact of the COVID-19 pandemic.
1758703	Air Carrier flight crew reported flying an unstabilized approach. First Officer was the Pilot Flying and had not flown in 30 days.
1758641	Air Carrier First Officer reported missing an altitude constraint during arrival and cited workload, fatigue and lack of flight currency as contributing factors.
1758627	Air carrier flight crew reported diverting due to an impassable line of thunderstorms. Crew stated that Dispatch was pressuring them to continue on planned routing to destination.
1758598	Tower Controller reported being distracted with sanitizing the work area while operations were still going on resulting in an aircraft being cleared to taxi on to the runway while another aircraft was landing on an intersecting runway.
1758535	Flight Attendant reported a passenger boarded the aircraft with a non compliant type of face mask. Flight Attendant questioned how customer service missed the passenger wearing the non compliant face mask.
1758529	Flight Attendant reported a passenger refused to comply with the face mask policy during flight.
1758518	Flight Attendant reported safety concerns with having to follow COVID-19 procedures regarding the use of the crew rest area.
1758517	Flight Attendant reported a commuting Captain was non compliant with face mask policy.
1758500	Air carrier Captain reported a speed deviation on landing and attributes the error to being distracted as they looked for birds pointed out by ATC.
1758486	Air Carrier First Officer reported that after having to divert they were unable to disembark the aircraft due to COVID-19 restrictions at that airport. The crew decided to refuel and return to the origin airport.
1758478	Air carrier Captain reported several passengers were not complying with the face mask policy.
1758439	Air carrier First Officer reported ingesting aerosol fumes in the flight deck from cleaners that were on board sanitizing the aircraft without making sure it was empty.

ACN	Synopsis
1758347	Flight Attendant reported a passenger was non compliant with face mask policy and also changing seats while in turbulence and on final approach.
1758346	Flight Attendant reported a passenger was non compliant with face mask policy during flight. Reporter stated the passenger said he had a medical condition, but it was not noted in the crew's records.
1758344	Flight Attendant reported allowing a child to fly without wearing a face mask. The child had refused to wear it.
1758342	Flight Attendant reported problems associated with passengers wearing face masks improperly.
1758326	Air carrier Captain reported experiencing a stick shaker at 10 feet on final and cited a low Vref due to the aircraft being light in weight as a contributing factor.
1758276	Air carrier Captain reported a family was removed from a flight during boarding due non compliance with face mask policy.
1758247	Air carrier First Officer reported a maintenance delay combined with COVID-19 procedures resulted in being unfit to fly due to fatigue.
1758229	Air carrier First Officer reported being high and fast on an approach and cited lack of flying as a contributing factor.
1758133	Pilot reported a possible airspace violation and states the reason was due to the lack of flying time in the last 6 months due to the COVID-19 pandemic.
1758116	Flight Attendant reported a non-revenue passenger was allowed to ride on the flight and not required to wear a face mask.
1758114	Flight Attendant reported being displaced from the seats assigned due to COVID-19 changes, by passengers assigned to the seats.
1758109	Flight Attendant reported being told by a ground person that one of the deplaning passengers was wearing a face mask that did not meet regulations.
1758059	Air carrier Captain reported experiencing unreliable airspeed and altitude indications. Captain stated that due to not reviewing the logbook before the flight and an improper preflight, the potential pitot-static system issue was not identified prior to the flight.
1758054	Air carrier Captain reported not entering required verbiage onto a form and said that lack of recent flying contributed to the oversight.
1758029	Ground employee cited several reasons why face masks should be optional.
1758027	Customer Service employee reported having to catch the plexi-glass sheet from the podium after it became loose from it being touched by a toddler in the arms of an adult.
1757915	Flight Attendant reported a passenger who had previously violated the face mask policy was allowed to board this flight.
1757912	Flight Attendant reported non-revenue passenger refused to comply with the company's face mask policy.
1757910	Flight attendants reported a passenger was not complying with wearing a face mask and had to be told three times to wear it correctly.
1757908	Flight Attendant reported having to tell one passenger to wear a face mask while another passenger spoke up to the Flight Attendant.
1757905	Flight Attendant stated a door strap would not fully retract.
1757904	Flight Attendant reported aircraft being hot during boarding and that the aircraft did not cool off until the engines were started.
1757896	Flight Attendant reported that an old version of the safety demo was presented due to being rushed.
1757829	Ground employee reported concerns about peers not wearing face masks.
1757798	Dispatcher reported confusion in city pairing used for a Part 91 Ferry Permit, which resulted in the aircraft flying to a different destination airport.
1757783	Air carrier pilot stated hotel was not keeping crews separate from each other on crew transportation from the hotel.
1757761	Air carrier flight crew reported ATC gave them a clearance meant for another company flight.
1757736	Tower Controller working combined positions reported an aircraft did not call Ramp Tower as expected.
1757700	Air carrier First Officer reported not calling Ground Control after clearing the runway.
1757667	GA pilot reported entering a sporting TFR and wasn't sure if these type of TFRs are still in place during the COVID-19 pandemic.
1757607	Corporate pilot reported not being current for a night flight.
1757590	A321 Flight Attendant crew reported a "dirty socks" fumes event of varying intensity during initial climb and lasting until arrival at destination gate.
1757583	Flight attendants reported a customer service agent advised them a passenger was not complying with face mask policy.
1757580	Flight attendant reported passengers did not comply with the face mask policy during flight.
1757569	Flight Attendant reported family boarded with a child not wearing a face mask. The family refused to comply with the mask policy, but was allowed to remain on the flight.
1757565	Flight attendant reported a deadheading pilot and a non-revenue pilot refused to follow face mask policy.
1757563	Flight Attendant reported a passenger was not complying with the face mask policy.
1757505	Air carrier Captain reported concerns regarding the products used to disinfect the cabin.
1757493	Air carrier First Officer reported overshooting the assigned altitude due to high speeds.

ACN	Synopsis
1757478	Airline Pilots reported an unstable approach. The Captain had not flown for an extended time.
1757452	Air carrier Captain reported the oil quantity fluctuated during a flight on an aircraft that had been stationary for a long time.
1757412	Air carrier Captain reported a speed deviation during departure.
1757407	Air carrier Captain reported a passenger did not comply with wearing a face mask during the flight.
1757389	Air carrier Captain reported taking off and being very light and realizing they did not arm the LNAV/VNAV for departure.
1757341	Tower Controller reported an airborne conflict and cited fatigue from being understaffed as contributing factor.
1757328	Pilot reported Controller was overworked and unable to respond to many frequency transmissions.
1757266	Flight Attendant reported a passenger had to be told to wear a mask while on board.
1757262	Flight Attendant reported passengers boarded with face masks that had vents.
1757253	Flight Attendant reported a family would not comply with the face mask policy and that it was disturbing to other passengers.
1757249	Flight Attendant reported passenger refused to comply with the face mask policy.
1757188	Air carrier flight crew reported they were informed by ATC of a possible altitude deviation.
1757152	Air Carrier First Officer reported calling in fatigued due to chronic and acute fatigue.
1757035	Flight Attendant reported not being seated during landing due to having to deal with a non-compliant passenger regarding the face mask policy.
1757033	Flight Attendant reported a passenger was non-compliant with face mask policy.
1757028	Flight Attendant crew reported parents with small children were having problems with the children complying with the face mask policy.
1757013	Dispatcher reported erroneously giving permission for a flight to depart early.
1756995	Air carrier flight crew reported a miscommunication during initial climb in a lightly-loaded aircraft resulted in retracting the flaps prematurely.
1756901	Maintenance Technician reported inadvertently not installing a backup battery while complying with a return to service task card.
1756894	Flight Attendant reported that a passenger was not being compliant with wearing a face mask during the flight.
1756841	Air carrier Captain reported the crew did not send an additional text message regarding a fuel door.
1756839	Air carrier flight crew reported inadvertently crossing the runway hold short line while attempting to turn onto a taxiway.
1756730	Maintenance Technician reported an aircraft sanitizing vendor started spraying the aircraft while maintenance personnel were still on board. Technician reports one mechanic became ill.
1756721	Flight Attendant reported deciding to serve only sealed snack and beverage items to customers due to COVID-19 safety concerns.
1756715	Flight Attendant reported experiencing headaches and allergic reactions after wearing a face mask during flight. The effects reportedly subside once the face mask is removed.
1756714	Flight Attendant reported that allowing passengers to sit in seats that are directly opposite flight attendant jumpseats could jeopardize flight attendant health.
1756713	Flight Attendant reported the main door Flight Attendant is distracted during passenger boarding from their safety duties because of having to hand out sanitizing wipes to passengers.
1756708	Flight Attendant reported it was necessary to move passengers for social distancing issues, and one passenger was non-compliant regarding the face mask policy.
1756706	Flight Attendant reported the aircraft cleaners are proceeding onto the aircraft before all passengers are deplaned which does not conform with social distancing.
1756705	Flight Attendant reported the Captain's face mask probably did not conform to policy and in the FA's opinion did little to prevent the spread of COVID-19.
1756682	Air carrier Captain reported the lack of flying was a factor in experiencing an unstabilized approach.
1756672	Air carrier flight crew reported an altitude deviation due to distraction. The pilot crew was listening to a Flight Attendant describe details of a non-compliant passenger regarding the face mask policy.
1756647	Air carrier flight crew reported experiencing a runway incursion.
1756645	Air carrier Captain reported that a passenger refused to comply with face mask policy and was removed from the flight before departure.
1756601	Air carrier First Officer reported that re-qualification training was inadequate.
1756593	Air carrier Captain reported a track heading deviation during arrival and cited communication issues with ATC as a contributing factor.
1756587	Air carrier First Officer reported there was no food available at the hotel and food was not boarded for crew to consume during the flight. COVID-19 related time constraints were cited as contributing factors.
1756550	Air carrier Captain reported not being able to talk to ATC due to Controller working multiple frequencies and being task overloaded.
1756534	Air carrier Captain reported during pre-flight a passenger erected a personal tent bubble after sitting in the cabin area. Captain described the safety implications of having a tent over your body in an emergency situation.
1756524	Center Controller reported an airborne conflict and cited staffing levels as a contributing factor.

ACN	Synopsis
1756521	Center Controller did not point out an aircraft and violated airspace within another center's airspace.
1756502	Pilot reported the Tower closed due to COVID-19 staffing, and was not sure as to what they should be squawking.
1756481	Pilot reported a sporting TFR airspace incursion due to not having it selected on the app being used.
1756465	Pilot reported thinking they were cleared for a touch and go, but were given a clearance to land.
1756419	Flight Instructor reported a student flew solo without a student pilot license.
1756372	Flight Attendant reported a group of passengers not wearing face masks during flight.
1756370	Flight Attendant reported a family was not wearing face masks and had to be reminded often during flight.
1756365	Flight attendants reported that a child was unable to wear a face mask due to crying, resulting in a stressful situation. The child and parent were resealed and the situation was resolved.
1756345	Air carrier Captain reported filing the wrong destination and not realizing it until the FO advised they were going to the wrong airport.
1756299	Captain reported that the Flight Attendant told them that passengers in a specific row were not wearing face masks and were instructed to do so.
1756290	Captain reported cleaning crew came onto plane after passengers left, but most did not wear face masks as per company instructions.
1756247	Air carrier flight crew reported an altitude deviation due to the aircraft going into vertical speed mode for the descent after deviating for weather.
1756218	Air Carrier flight crew reported uneventfully landing from an unstable approach, whereas per SOP, a go-around should have been executed.
1756077	Pilot reported flying in possible violation of FAR 61.57 attributed to COVID-19 related disruptions.
1756074	Single pilot reported becoming confused with ATC's instructions because the Controller was using nonstandard COVID induced workload shortcuts at this location.
1756030	Flight Attendant reported passenger was non-compliant with face mask policy.
1755997	Air carrier Captain reported the aircraft was very light weight. The pilots were unprepared for the quick low altitude level off and deviated from the clearance.
1755987	Air carrier flight crew reported a deviation from the ramp taxi procedure and cited lack of flying as a contributing factor.
1755971	Ground Agent reported that a passenger had tested positive for COVID-19; however, agents in the terminal were not notified of this until 24 hours after the flight had departed.
1755913	Single pilot reported an airspace deviation occurred while attempting to get an IFR clearance. Pilot was unable to get an IFR clearance due to ATC workload and told to try again in 30 minutes.
1755891	Flight Attendant reported a passenger did not comply with the face mask policy.
1755878	Flight Attendant reported a passenger refused to comply with the face mask policy.
1755856	Air carrier flight crew reported that they did not get the fuel service form before departing due to significant delays and late receipt of paperwork.
1755850	Air carrier First Officer reported an altitude deviation was the result of too much time away from work because of COVID-19 lack of flying.
1755816	Customer Service Agent reported concerns with the daily under staffing in the airport lobby and the difficulties it is creating during the COVID-19 pandemic.
1755801	Air carrier flight crew reported landing without a clearance.
1755798	Air carrier flight crew reported the Captain mistakenly shut the cockpit door before a Flight Attendant went into the cockpit during a bathroom break.
1755789	TRACON Controller working combined positions reported an airborne conflict that could have been worse, but was saved by another Controller.
1755787	Pilot and Controller reported an airborne conflict on departure.
1755722	Maintenance Technician reported that a cleaning employee began spraying disinfectant inside the aircraft while the Technician was still inside performing work. The Technician experienced adverse physiological reaction as a result.
1755703	Flight Attendant reported differences between pilot resting areas and those of the flight attendants.
1755701	Flight Attendant reported that a passenger refused to wear a face mask. When customer service came on board the passenger agreed to wear the face mask.
1755695	Flight Attendant reported that a passenger did not comply with wearing a face mask during flight.
1755634	Air carrier flight crew reported exceeding an airspeed restriction during departure. The crew cited several factors as contributing, including lack of recent flying, and multiple delays and distractions.
1755611	Air carrier Captain reported flying the wrong transition on a STAR due to a possible FMS entry error.
1755590	Air carrier First Officer reported programming the FMC incorrectly for the SID, which resulted in a track deviation. Reporter noted several delays that contributed to rushing through cockpit set up.
1755564	Air carrier Captain and First Officer reported that while sanitizing the MCP during crew change, the ALT knob may have been inadvertently bumped.
1755525	Air carrier Captain reported that while waiting to depart, they were locked for 2 hours in a small bus with not enough seats for everyone and no bathroom.
1755522	Air carrier flight crew reported having to use bedding and pillows during crew rest that were previously used.

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1755521	Air carrier flight crew reported experiencing a speed deviation during departure.
1755520	Air carrier flight crew reported an SOP error by not informing Load Planning and Dispatch of the actual FOB.
1755423	Flight Attendant reported a passenger was wearing face shield, but no face mask.
1755420	Flight Attendant reported a passenger was non-compliant about wearing a face mask.
1755418	Flight Attendant reported passengers were not compliant with wearing a face mask.
1755355	First Officer reported a near miss during approach with GA traffic.
1755324	Air carrier flight crew reported they departed with an inoperative lavatory sink.
1755317	Air carrier First Officer reported difficulty receiving a revised clearance for weather deviation because ATC was saturated with traffic.
1755316	Air carrier Captain self reported not following the latest update regarding face mask policy.
1755283	TRACON Controller reported an airspace violation occurred after rearranging altitudes in the ATC system to accommodate arriving aircraft in his sector due to another ATC site closing for COVID-19 sanitation.
1755243	Pilot reported confusion on whether a sporting TFR is in effect during the COVID-19 Pandemic when spectators are not allowed at the game.
1755169	Flight attendant reported a child who refused to wear a face mask was allowed to board the aircraft causing a delay.
1755162	Flight attendants reported a passenger was allowed to fly without wearing a face mask due to a self-reported medical condition.
1755153	Flight Attendant reported that a call was made that the cleaners were off the aircraft when they actually were not. Passengers were allowed on and had to duck into rows to allow the cleaning crew off the aircraft.
1755144	Flight attendant reported several passengers not properly wearing face masks.
1755142	Flight Attendant reported a passenger refused to wear a face mask during flight.
1755037	Air carrier flight crew reported not filling out Fuel Door verification paperwork because they thought it wasn't necessary.
1755020	Air carrier Captain reported making a wrong turn on an arrival, but corrected soon after Approach Control pointed out the error.
1755002	Air carrier Captain reported turning right instead of left on departure. ATC and First Officer immediately pointed out the error and heading was corrected.
1755001	Air carrier First Officer reported landing without a clearance.
1754998	Air carrier flight crew reported a rejected takeoff due to a thrust setting caution advisory.
1754995	Air carrier flight crew reported being high and fast as they were 'leading the pack' during a visual approach. The crew cited lack of flying and pressure to maintain their speed to not hold up other aircraft behind as contributing factors.
1754918	Small aircraft pilot reported an airspace violation due to rusty flying skills after a long absence from flying during COVID-19.
1754889	Aircraft mechanic reported not completing an operations check due to distractions from other tasks.
1754883	Flight Attendant reported a passenger would not comply with the face mask policy even though the passenger had a special exemption to take it off for periods at a time.
1754841	Dispatcher reported using an illegal airport as an alternate. The Dispatcher reported another operations center was closed for COVID-19 sanitizing. This had increased the workload for the Dispatcher and contributed to the event.
1754828	Air carrier Captain reported landing without a landing clearance.
1754821	Air carrier First Officer reported missing a logbook entry involving a new procedure. Lack of flying was cited as a contributing factor.
1754761	Tower Controller working combined positions described safety of flight concerns due to added workload issues.
1754722	GA pilot reported, after not flying in the last several months due to COVID-19, unintentionally landed and departed on a Displaced Threshold at the destination airport. Pilot reported rusty preflight procedures, runway markings that have not been maintained and are difficult to see contributed to the event.
1754706	Flight Attendant reported the misconduct of a group of passengers during the flight regarding compliance with face mask policy.
1754702	Flight Attendant reported communication and procedural issues experienced with another Flight Attendant.
1754699	Flight Attendant reported changing seats during takeoff and landing in order to stay a safe distance from a passenger who appeared ill.
1754697	Flight Attendant reported a passenger was asked several times to comply with the face mask policy during the flight. The passenger did not comply and was met on arrival by a Customer Service Supervisor.
1754589	Tower Controller reported a flight crew had to go-around after being high and fast due to a reported flap problem.
1754588	Tower Controller reported an airborne conflict between an IFR arrival and a VFR aircraft while working combined Local positions.
1754544	Pilot reported flying an aircraft with an expired medical certificate.
1754520	Technician reported the FAA questioned why pitot covers were now installed on probes and sensors with the aircraft being in a hanger.



ACN	Synopsis
1754513	Technician reported not completing the correct paperwork for a ferry flight.
1754511	Flight Attendant reported cleaners came on board before passengers were off and started spraying the aircraft with a reportedly toxic product.
1754509	Flight Attendant reported a passenger was non-compliant with wearing a face mask during flight.
1754507	Flight Attendant reported having a compliance issue with a family that had to be continuously reminded to wear their face masks.
1754506	Flight Attendant reported a passenger came on board the aircraft with a non approved face mask. A proper face mask was provided to the passenger.
1754500	Flight Attendant reported a passenger misconduct incident.
1754497	Flight Attendant reported a passenger moved into the exit row after the briefing. Passenger was asked to move back to original seat.
1754496	Flight Attendant reported that a passenger refused to wear a face mask during the flight.
1754493	Flight Attendant reported a deadheading pilot pushed his way past her while doing the safety demonstration to use the lavatory and coughed profusely.
1754485	Flight Attendant reported that passengers were boarded onto an aircraft that was too hot.
1754416	Captain reported a GA aircraft departed in opposite direction while they were on the runway ready for takeoff. The Tower was closed at the time of the event.
1754413	Air carrier Captain reported not making a crossing restriction during arrival and cited lack of flying as a contributing factor.
1754408	Air carrier Captain reported being issued a crossing restriction that was not in the FMS. Post flight the crew found out the fix was in the FMS and may have been accidentally deleted it during the flight.
1754357	Air carrier flight crew reported landing without a clearance.
1754315	Air carrier Captain reported being high on the approach and not making a crossing restriction.
1754275	Air carrier flight crew reported being high on the approach due to task saturation, communications errors and focusing outside for traffic.
1754257	Air carrier Captain reported a Flight Attendant became ill during flight.
1754202	Air carrier First Officer reported flying after the deadline for completing Consolidation of Knowledge (FAR 121.43) had expired.
1754142	Tower Controller reported a busy session working three combined positions and having to delay an aircraft for 15 minutes due to traffic.
1754140	Local Controller reported an airborne conflict between two air carriers.
1754119	Flight instructor reported a new student to him did not have a student pilot solo certificate as the student had said.
1754091	Flight Attendant reported not giving the exit row briefing because they were dealing with face mask issues.
1754089	Flight Attendant reported a passenger did not comply with wearing a face mask during flight and exhibited other non-compliant behavior.
1754084	Flight Attendant reported the Captain did not have a face mask on while exiting the cockpit numerous times.
1754082	Flight Attendant reported another Flight Attendant locked the bathroom door and put an out of order sign on it, so he would not have to get close to people.
1754081	Purser reported multiple issues and difficulties during the boarding process and cited not having enough flight attendants to properly staff the flight as a contributing factor.
1754079	Flight Attendant reported aircraft cleaners got onboard before passengers deplaned affecting social distancing efforts.
1754076	Flight Attendant reported a blocked jumpseat was subsequently used possibly violating FAR rules.
1754035	Ground employee reported pushing an aircraft into a parked aircraft while maneuvering through a congested parking area.
1754032	Ground employee reported being told to return to work after completing a 14-day quarantine. Reporter stated that they had not been previously told to self-quarantine nor had they been notified they had been exposed to a co-worker who tested positive for COVID-19.
1754019	Air carrier Captain reported a passenger vomited multiple times during push back. Captain elected to return to gate and have passenger removed.
1754018	Air carrier Captain reported that the flight attendants were not comfortable coming into the flight deck while the pilot was on a restroom break, until the remaining pilot was wearing a face mask. Reporter described safety concerns with having to wear a face mask in the cockpit.
1754011	Air carrier Captain reported that an ill passenger boarded and was not wearing a face mask. Captain decided to have passenger removed from flight due to length of the flight and passenger's condition.
1754009	Air carrier First Officer reported experiencing an unstabilized approach and lining up for the incorrect runway.
1753972	Air carrier Captain reported not descending via the STAR due to selecting LVL Change Pitch instead of VNAV on the MCP.
1753867	Pilot reported experiencing a Class B airspace violation.
1753847	Pilot reported an NMAC at a closed towered airport.
1753819	Pilot reported a runway incursion and cited lack of flying and unfamiliarity with the airport as contributing factors.

ACN	Synopsis
1753812	Flight Attendant reported confusion whether a non-rev passenger could sit in a specific jump seat.
1753811	Flight attendants reported a passenger needed to be continuously reminded about having to wear a face mask.
1753809	Flight Attendant reported that two passengers were observed spitting, and wiping their saliva and blood over their entire seating area.
1753783	Air carrier flight crew reported inadvertently using an unauthorized departure route for their aircraft type.
1753757	Air carrier flight crew reported experiencing an altitude deviation during departure. Flight crew did not hear the 1,000 feet altitude alert.
1753753	Pilot suggested putting a hand sanitizing dispenser at the bottom of the jet bridges to allow people to clean their hands before getting on the aircraft.
1753747	Center Controller reported an airspace violation and cited having to take approach control's airspace as a contributing factor.
1753746	Tower Controller reported the Front Line Manager was inundated with VFR and IFR traffic while working a combined position.
1753742	Tower Controller reported being delayed by the TRACON due to the TRACON not releasing an aircraft resulting in an airspace incursion.
1753741	Tower Controller working 3 Local positions reported an airborne conflict between two departures.
1753735	TRACON Controller reported an airborne conflict and cited traffic volume being very high for one Controller.
1753682	Technician reported an aircraft battery had to be replaced due to incorrect storage procedure.
1753680	Flight Attendant reported a passenger did not comply with wearing a face mask.
1753676	Flight Attendant reported a passenger could not breathe, so oxygen was administered until passenger felt well.
1753673	Flight Attendant reported moving to an unassigned jumpseat for social distancing purposes. The move conflicted with FAR regulations.
1753672	Flight Attendant reported concerns with aircraft cleaning and sanitizing procedures.
1753653	First Officer reported receiving an RA and overshooting the assigned altitude by 500 feet due to a light load.
1753593	First Officer reported a passenger was not complying with wearing a face mask pre-departure and was ultimately allowed to fly without having to wear it.
1753581	Center Controller reported an airspace violation and cited an unusual sector airspace configuration contributed to the event.
1753572	Instructor pilot reported a NMAC with an aircraft on final at an airport with the Tower closed at the time of the event.
1753517	Flight Attendant reported two passengers were not compliant wearing face masks during the flight. Another passenger was uncomfortable with them not wearing the face masks and confronted the crew.
1753516	Flight Attendant reported only serving sealed drinks and no coffee during flight. Flight Attendant did not feel safe serving coffee.
1753514	Flight Attendant reported passengers taking off their face masks to order coffee or tea and then waiting for it to cool off, without face masks on.
1753512	Flight Attendant reported a non-revenue passenger was not wearing a face mask and had to be told to comply with the policy.
1753511	Flight Attendant reported having trouble with a mother and two young children wearing face masks on the flight.
1753507	Flight Attendant reported that a child was not wearing a face mask and was coughing. Parents attempted to put mask on the child, but were not successful.
1753506	Flight attendants reported that a deadheading pilot did not follow face mask policy during the flight.
1753488	Flight Attendant reported that during takeoff the galley trash door opened but the trash bin did not move.
1753367	Ground employee reported there is a lack of cleaning supplies in the ramp break room.
1753364	Ground employee reported that some personnel are allowed to bypass the temperature check.
1753361	Ground employee reported large numbers of aircraft are being moved in and out of storage without proper procedures in place.
1753360	Air carrier Captain reported two passengers became verbally abusive to the flight attendants when they were asked to follow face mask policy.
1753326	Air carrier Captain reported difficulty understanding ATC instructions possibly due to the Controller wearing a face mask.
1753255	Air carrier Captain reported departing with an inoperative safety item that should have been inspected by maintenance prior to departure.
1753211	Pilot reported VFR transponder certification went overdue due to COVID-19 lockdown.
1753200	Pilot reported flying the approach traffic pattern in the wrong direction after Tower had closed.
1753198	Pilot reported entering restricted airspace and referenced lack of flying as a contributing factor.
1753173	Flight Attendant reported issues relating to non-revs and where to seat them.
1753172	Flight Attendant reported that when passengers were ordering their drinks, most of them took their face masks off, even though an announcement was made to leave masks on.
1753163	Flight Attendant reported seating issues and concerns with the close proximity of passengers when boarding the flight.

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1753148	Flight Attendant reported a passenger became argumentative when told they could not switch seats due to social distancing.
1753103	Air carrier Captain reported having non-compliant passenger.
1753101	Air carrier pilot reported being advised about a possible non-compliant passenger regarding mask wear.
1753069	Center Controller reported an altitude excursion and referenced wearing a mask may have muffled the transmission.
1753022	Air carrier pilot reported experiencing a ground conflict and cited reduced level of awareness due to the COVID-19 pandemic.
1753000	Flight Attendant was told by an unaccompanied minor that the child's mother had COVID-19 and the child was on the way to stay with family.
1752999	Flight Attendant reported a passenger complained because other passengers were not wearing a mask while they were eating a snack.
1752991	Flight attendants reported a passenger not wearing a mask due to a reported medical condition.
1752989	Flight attendants reported 3 guests were unhappy with seating arrangements.
1752986	Flight Attendant reported a passenger had to be continuously reminded to wear a mask.
1752978	Flight Attendant reported that announcements regarding the safety demonstration changes were not made and that passengers were not advised to remove face coverings and masks in the event of decompression.
1752942	Air carrier flight crew reported being on final to a Class Bravo airport and having to go-around due to a small aircraft that was not talking to Tower, which caused the airborne conflict.
1752939	Pilot reported questionable maintenance procedures regarding the temporary repair of delamination in the area of the ADG door.
1752858	Air carrier Captain reported two passengers were abusive to flight attendants after they were reminded of mask requirements.
1752839	Center Controller reported an aircraft descended below what the Controller thought was the assigned altitude.
1752803	Pilot reported flying over a sporting event during a game and wondered if they had violated a TFR.
1752733	Maintenance Technician reported problems with other technicians not following the correct company policy for aircraft checks.
1752718	Flight attendant reported a passenger had to be continuously reminded to wear a mask.
1752712	Flight Attendant reported another flight attendant did not sit in the assigned jumpseat.
1752706	Flight attendant reported they asked a passenger to move to an upgraded seat for social distancing purposes, but the passenger refused.
1752705	Flight attendant reported a passenger was not wearing a COVID-19 mask because he stated that he had a medical condition, but was unable to provide any documentation.
1752694	Flight Attendant reported that another Flight Attendant assigned a non-rev to a seat that was against current policy for social distancing.
1752691	Flight Attendant reported confusion about airline policy relating to the face mask policy.
1752685	Flight Attendant reported two passengers not wearing COVID-19 masks during the flight.
1752679	Flight Attendant reported confusion about airline policy relating to the face mask policy.
1752678	Flight Attendant reported being advised about a troublesome passenger before the flight and stated the passenger refused to wear a mask claiming a medical condition.
1752668	Dispatcher reported release issues relating to flights that are not assigned to Dispatcher in a timely manner. Reporter stated this has been a problem since the onset of the COVID-19 pandemic.
1752664	Air carrier Captain reported that during their takeoff roll, FWA ATC Tower gave a full clearance routing to another aircraft. The Captain described concerns with the high level of distraction created during a critical phase.
1752590	Air carrier Captain reported a recent trend of being dispatched with minimum fuel loads.
1752579	Air carrier flight crew reported a communication issues with TRACON Control during arrival. TRACON was working departures and arrivals on two frequencies. ATC informed the crew they were short staffed due to COVID-19.
1752555	Air carrier First Officer reported an aircraft issue during cruise resulted in a diversion. First Officer stated they did not have the correct charts onboard the aircraft due to possible cost saving measures by the airline during the COVID-19 pandemic.
1752546	Air carrier First Officer reported overshooting the assigned altitude during climbout. The pilot described the aircraft's weight as very light due to the small passenger count.
1752533	Air carrier First Officer reported taking off with the flight attendants not seated citing a possible misunderstanding because the FA was speaking through a protective mask.
1752471	Airline Ground Agent reported the breakroom is not being sanitized properly for COVID-19.
1752406	Pilot reported a NMAC with another aircraft while attempting to land at an airport where the tower was closed due to COVID-19 staffing.
1752391	Flight Attendant reported moving a passenger due to a dirty seat and for social distancing.
1752390	Flight Attendant reported a possibly intoxicated person was removed from flight.
1752385	Flight Attendant reported a passenger being confrontational about wearing a face mask.

ACN	Synopsis
1752380	Flight Attendants reported a passenger complained that another passenger did not wear a face mask during the flight.
1752373	Flight Attendant reported a passenger refused to wear a face mask during the flight.
1752371	Flight Attendant reported a gate agent put a passenger in a seat which they shouldn't have.
1752204	Pilot reported contacting ATC on guard and being advised they were NORDO for 150 miles.
1752166	Flight Attendant reported communication issues related to wearing a face mask.
1752042	Air carrier First Officer reported missing the IFR release time due to general aviation traffic in the pattern and the Tower being closed.
1751993	Air carrier Captain reported a flap overspeed on departure climbout.
1751900	Flight Attendant reported a passenger did not comply with wearing a face mask.
1751880	Dispatcher reported working an overloaded desk and overall staffing issues.
1751874	Flight crew reported entering an expected fix in the FMS before it was issued by ATC but forgot to hit execute, leaving the aircraft high and not making the crossing restriction.
1751866	Air carrier Captain reported COVID-19 related cleaning supplies are not being provided by company and having to use personal supplies.
1751859	Air carrier flight crew reported experiencing a stick shaker event after executing a go-around due to windshear.
1751804	Air carrier Captain reported executing a CAT II confidence check approach which was not authorized.
1751800	Ground employees reported supertug parking aircraft issues and combining separate parking crews, which undermines current COVID-19 policies.
1751701	Technician reported problems with job cards not being signed off correctly.
1751692	Flight Attendant reported a passenger using the restroom numerous times, coughing and having to constantly be reminded to wear a mask.
1751668	Air carrier flight crew reported taxiing to the gate at LGA airport without contacting Ramp Control. The crew cited as contributing factors a confusing ramp diagram and the expectation that Ramp Control was closed due to the pandemic situation.
1751666	Air carrier Captain reported that continual, significant changes in crew schedules over the past months are causing cumulative fatigue.
1751661	Air carrier First Officer reported they taxied to the ramp as cleared by EWR Tower and did not contact Ramp Control because it appeared to be closed. First Officer stated that due to the changing responsibilities of controllers, it was difficult to know what the correct procedures were.
1751647	Air carrier Captain reported the First Officer made a sudden steep turn on departure while following command bars. The Captain took control of the aircraft and noted that the FO was very tired and had not done a takeoff or landing in over a year.
1751639	Air carrier Captain reported a 30 minute delay in response from Dispatch regarding a deviation for weather. Dispatcher cited reductions in staffing due to COVID-19 as contributing.
1751611	Air carrier Captain reported concern about the airline's policy of dispatching flights with very low fuel reserve.
1751585	Air carrier Captain reported noticing during preflight that electronic charts for his destination were not loaded in his tablet computer.
1751573	Air carrier Captain reported departing without proper takeoff data, citing high workload and career uncertainties related to COVID-19 cutbacks as contributing.
1751568	Air carrier First Officer reported they had numbers for a full runway takeoff, but were given and executed an intersection takeoff.
1751543	Air carrier flight crew reported a taxiway incursion. Captain cited lack of recent flying.
1751531	ZAB ARTCC Controller reported staffing issues, TMU lack of airspace knowledge and social distancing concerns.
1751509	Pilot reported that during taxi another aircraft was blocking entry into the parking area and that parking options were limited due to many parked aircraft since COVID-19 started.
1751433	Air carrier flight crew reported landing without a clearance.
1751417	Flight Attendant reported having mild symptoms of being ill, but decided to take another two day trip. Flight Attendant continued to feel ill after the two day trip warranting a COVID test, which was positive.
1751372	Air carrier flight attendant reported a passenger was upset with being told to comply with regulations regarding their child seat. Flight Attendant suggested many passengers seem more stressed than usual because of COVID-19 pandemic procedures.
1751362	Flight Attendant reported a passenger was upset with the airline's COVID-19 policies when observing other passengers removing their masks to eat and drink.
1751348	Flight Attendant reported a passenger refused to comply with COVID-19 mask requirements in flight.
1751330	Air carrier Captain reported failure to call for the Before Push checklist, then also failing to call for the Before Taxi checklist, citing lack of flying due to COVID-19 cutbacks as contributing.
1751324	Air carrier First Officer reported landing without a clearance, citing fatigue and scarcity of other aircraft operating due to COVID-19 reductions as contributing.
1751315	Air carrier First Officer reported difficulty communicating with the tug driver during pushback because the tug driver was wearing a mask in compliance with COVID-19 procedures. Reporter suggested the mask was not necessary when the driver was alone in the tug.

ACN	Synopsis
1751299	Air carrier Captain reported the difficulties experienced with Dispatch and Clearance Delivery as they requested an alternate route to avoid thunderstorms.
1751290	Air carrier First Officer reported inadvertently moving the pack switches to off instead of high flow causing a cabin depressurization during climbout.
1751272	Air carrier First Officer reported missing an altitude crossing restriction while on arrival.
1751266	Air carrier First Officer reported a 'Slow Airspeed Warning' situation during a weather related go-around event and cited lack of flying time as a contributing factor.
1751209	Air carrier Captain reported company policy was not followed regarding Personal Protective Equipment (PPE) when the pilot crew arrived at the gate.
1751150	Air carrier Captain reported an altitude deviation citing distraction and not working for several months as contributing factors.
1751143	Air carrier First Officer reported an unstable approach while on flight to maintain landing currency.
1751136	Air carrier flight crew experienced an altitude deviation while descending on approach and attempting to slow the aircraft. Crew stated that loss of situational awareness and Captain's lack of recent flying contributed to the event.
1751123	Air carrier flight crew reported taking off without a clearance and stated that being distracted by the COVID-19 pandemic and the state of the airline contributed to the event.
1751121	Air carrier flight crew reported retracting the flaps during climb before the appropriate airspeed and stated that fatigue, hunger, and excessive heat in the aircraft contributed to the event, and the COVID-19 mask was a distraction.
1751102	Technician completing a routine check on stored aircraft reported finding torn speed tape in the Pack 1 and 2 inlets and exhaust. Reporter could not visually verify if the tape had entered the system due to the duct bends.
1751096	Air carrier flight crew reported landing without a clearance from Tower and stated that fatigue and lack of recent flying contributed to the event.
1751094	Air carrier Captain reported they are not being provided with proper disinfectant wipes and PPE.
1751065	Air carrier flight crew reported the flight was left high by ATC on arrival which contributed to missing step down altitudes and receiving a low altitude alert as the flight descended.
1751042	Air carrier flight crew reported experiencing a taxiway incursion and stated that Ground Control did not issue direction of turn instructions as they typically do and appeared to be overworked.
1751027	Air carrier flight crew reported they left an engine running after parking at the gate. They cited as contributing factors the failure to complete a checklist due to distraction.
1750965	Technician reported installing a new PBE on an aircraft without informing, nor training the flight crew on how to use it.
1750962	Flight Attendant reported being distracted with having to verify that a passenger had a medical condition and therefore did not have to wear a mask. During the distraction the Flight Attendant missed the Captain's PA 'prepare for takeoff' and was not seated as the flight departed.
1750943	Air carrier flight crew reported experiencing an unstabilized approach resulting in a go-around. The crew also stated they overshot their altitude during the go-around.
1750923	Air carrier First Officer reported experiencing a speed deviation during departure and stated lack of flying contributed to the event.
1750887	Air carrier Captain reported concerns with lack of flying and the possibility of being paired with a First Officer who has also not flown in months.
1750882	Air carrier Captain reported non functional PAPI lights at airport for a specific runway and the safety hazards it could pose in weather conditions, especially when crews are not flying as often due to the COVID-19 pandemic.
1750876	Air carrier flight crew reported a taxiway incursion and stated distraction from COVID-19 pre-flight related procedures contributed to the event.
1750804	Flight Attendant reported that upon arrival at destination, a COVID-19 positive passenger on board as well as the crew, had to be medically assessed before being allowed to leave the aircraft.
1750718	Center Controller reported a Supervisor who had tested positive for COVID-19 had interacted with controllers. Controller suggested allowing only essential workers in the building.
1750709	Corporate pilot reported having to execute a missed approach after a delayed approach clearance left the flight too high to conduct a stabilized approach. The pilot stated that the Controller was very busy working multiple frequencies and asked flights to stand by for call backs.
1750708	Flight Instructor reported experiencing an electrical and avionics failure while conducting a training flight. While attempting to speak to the student without using a headset, the instructor noted it was difficult to communicate because the COVID-19 mask muffled the voice.
1750671	Air carrier maintenance technicians reported that the rudder was inadvertently damaged while preparing to perform rudder lube on an aircraft that was being returned to service from storage.
1750666	Flight attendant reported that there are two types of CPR devices available on board, however flight attendants are qualified to use only one, which requires removal of the personal protective mask in order to use. Reporter requests training on the other device to keep everyone safe in a COVID-19 environment.
1750656	Air carrier flight crew reported a runway incursion which resulted from a call sign misunderstanding. A contributing factor was that the Tower Controller was managing multiple frequencies and runways.

ACN	Synopsis
1750649	Air carrier First Officer reported that while attempting to lose altitude on an unstable approach the Captain exceeded a 45-degree bank angle and a flap overspeed occurred. A second overspeed occurred during the subsequent go-around.
1750645	Air carrier First Officer reported the aircraft was not properly configured for approach per company procedures. Reporter cited the need to fly more frequently.
1750637	Air carrier Captain reported they executed three go-arounds before successfully landing on the fourth attempt. Captain cited gusty conditions, lack of recent flying and unfamiliarity with airport as contributing factors.
1750618	Air carrier flight crew reported experiencing an unstabilized approach and flaps not at final setting before 1,000 feet AGL. Captain stated he should have commanded the First Officer to go-around and cited lack of recent flying as a contributing factor.
1750617	First Officer reported being instructed to secure the number two engine for a single engine taxi to the gate, but accidentally shut off both engines.
1750436	Air carrier First Officer reported concerns with the LGA ILS 4 approach identified as 'Autopilot Coupled approach not authorized.'
1750396	Air carrier Captain reported a taxiway incursion in a foreign country citing language barrier and unfamiliarity with the airport as contributing factors.
1750367	Air carrier Captain reported taking off with a deferred item resulting in the autothrottle arm switch to be in the 'OFF' position. The deferral requires the crew to look up the EPR climb settings before takeoff, which they failed to do.
1750354	Air carrier First Officer reported crews are not wearing COVID-19 mask in briefing rooms.
1750335	Air carrier First Officer reported a rejected takeoff after the master caution illuminated and subsequently noticing a non functional airspeed indication on the First Officer's Primary Flight Display.
1750245	Pilot reported feeling sleepy while flying and suspected that it was the COVID-19 mask that was causing the problem. The pilot removed the mask and felt fine afterward.
1750203	Flight Attendant reported the Captain did not wear a COVID-19 type mask during the flight.
1750171	Air carrier Captain reported a speed deviation and flap overspeed on final.
1750150	Air carrier First Officer reported experiencing a track heading deviation after missing an intersection on the routing received from the PDC.
1750118	Air carrier flight crew reported a speed deviation and flap overspeed while executing a go-around.
1750112	Air carrier First Officer reported they were given multiple runway changes resulting in an unstabilized approach and go-around.
1750102	Air carrier Captain reported missing a crossing restriction during departure and referenced lack of flying as a contributing factor.
1750062	Air carrier First Officer reported not realizing that Dispatch did not add an MEL to the dispatch release until they were airborne.
1750056	Air Carrier Captain reported a rejected takeoff due to mechanical issues with an aircraft that had been sitting for a couple of months.
1750049	Air carrier flight crew reported flying an incorrect departure transition that had a similar sounding name as the clearance transition. The crew stated that lack of recent flying was a contributing factor.
1750044	Air carrier pilot reported losing the green hydraulic system while on arrival.
1750016	Air carrier flight crew reported a taxiway incursion after receiving a non-standard taxi instruction.
1750008	Air carrier First Officer reported experiencing an unstabilized approach and electing to go-a round.
1749997	Ground employee reported there is not enough alcohol gel available in the office for employees to use during the COVID-19 pandemic.
1749983	Tower Controller reported an operational error while working five positions at once.
1749931	Pilot reported flying a trip with the aircraft being over due on the CFR 135.185 weighing requirement.
1749915	Supervising Maintenance Technician reported signing off work without verifying it had been completed.
1749913	Maintenance Technician reported flight crew generated a write up when they found the circuit breakers for the pitot system with CB collars installed. The aircraft had been sitting for three days.
1749902	Flight Attendant was interrupted during the briefing by a passenger who was concerned about the seating arrangement due to COVID-19 reasons. Flight Attendant was not sure if the briefing was completed.
1749900	Flight Attendant reported a passenger refused to wear a mask during the flight.
1749794	Dispatcher reported a flight departed early into a Flow Constrained Area (FCA) and questioned company procedures that allowed this to occur.
1749793	Captain reported experiencing a speed deviation below 10,000 feet and stated First Officer's lack of flying contributed to the event.
1749775	Air carrier Captain reported an ATC reroute was received via ACARS, however it went unnoticed, resulting in a course deviation. Captain cited not having flown recently as a contributing factor.
1749747	Ground crew reported a wing-tip collision occurred while they were towing an aircraft to a made-up parking spot that was created due to the COVID-19 pandemic. The crew stated there were no markings to guide the aircraft to the spot.
1749727	Air carrier flight crew reported experiencing an altitude deviation while crossing an arrival fix.

ACN	Synopsis
1749718	ZMP Center Controller reported an airspace deviation while working combined sectors. COVID-19 staffing levels contributed to the event.
1749688	Instructor pilot reported not checking the fuel status before departure resulting in a temporary loss of power due to fuel starvation in one of the tanks.
1749683	Pilot reported incorrectly reading back their landing sequence number and turning in front of another aircraft on final approach. The pilot of the other aircraft reported taking immediate evasive action to avoid a collision. Both pilots reported the traffic pattern was busy and the Controller was handling both Ground and Tower operations.
1749672	Mechanic reported being unknowingly exposed to a COVID-19 positive employee and not being notified of the exposure by company management.
1749667	Flight Attendant reported that during taxi out a passenger refused several times to wear a COVID-19 protective mask and also mocked the flight attendant when he was reminded to wear the mask. The flight taxied back to the gate and the passenger was removed from the flight.
1749615	Air carrier Captain reported experiencing a flap overspeed during initial climb and cited distraction while talking to ATC and recency of experience as contributing factors.
1749607	Air carrier flight crew reported an uneventful landing from an unstable approach instead of executing go-around per standard procedures.
1749603	Air carrier flight crew reported being notified in flight that the destination city required a COVID-19 test upon arrival. Based on multiple concerns with the testing process, the crew elected to return to their departure airport.
1749509	Technician reported that the residue film left from fogging the aircraft for COVID-19 may affect temperature sensors.
1749502	Flight Attendant reported that several passengers boarded without wearing COVID-19 protective masks and had to retrieve them from carry-on luggage.
1749479	Flight Attendant reported asking a passenger multiple times to wear a COVID-19 protective mask and to not sit in the emergency exit row before the passenger complied.
1749470	Air carrier Captain reported the aircraft started to level off at the incorrect altitude resulting in a speed deviation while trouble shooting.
1749437	Air carrier First Officer reported experiencing a taxiway incursion after receiving complex taxi instructions. The FO cited as contributing factors a lack of recent flight experience and having not been to the airport in several years.
1749435	Air carrier Captain reported experiencing an airspeed deviation and cited fatigue and lack of recent flying experience as contributing factors.
1749387	Customer Service Representative reported that management is not enforcing the COVID-19 mask policy.
1749386	Ground employee reported that co-workers are not adhering to quarantine rules and are not wearing COVID-19 protective masks.
1749383	Ground employee reported that gate agents are not wearing COVID-19 protective masks in the work and common areas.
1749377	Ground employee expressed concern that the aircraft pits are not being sanitized, potentially exposing workers to COVID-19.
1749369	Air carrier First Officer reported the crew experienced an altitude deviation while the Captain was hand-flying the approach.
1749269	Corporate pilot reported leveling off at the wrong altitude while being distracted with the cowl flaps.
1749195	Air carrier First Officer reported momentarily overspeeding the flaps while configuring for approach.
1749194	Air carrier First Officer reported a fuel imbalance in flight required the fuel crossfeed valve to be cycled twice before balancing took place. FO noted that aircraft had been in storage for several months.
1749124	Controller reported an operations vehicle that was allowed onto a runway caused landing traffic to go-around.
1749114	Technician reported a Captain was confrontational when he entered the flight deck. Reportedly, the Captain had dealt with passengers not wanting to wear their COVID-19 masks.
1749032	Corporate flight crew reported flying the incorrect pattern to a landing.
1749024	Air taxi flight crew reported landing at an airport and being advised that the runway was closed.
1748954	Flight Attendant reported that a flight attendant had come in contact with neighbors who were positive for COVID-19 and wanted guidance on whether she should continue with the trip or not.
1748952	Flight Attendant reported a passenger did not comply with COVID-19 mask wearing requirements during the flight.
1748941	Flight Attendant reported feeling hot, sweaty and nearly fainting while having to wear a COVID-19 mask during flight.
1748940	Flight Attendant reported a passenger was feeling uncomfortable sitting so close to two other passengers and was allowed to move to a different seat.
1748935	Dead heading Flight Attendant reported issues with a passenger who was not wearing a COVID-19 mask at all times on the flight.
1748927	Flight Attendants reported COVID-19 seating related issues involving flight attendant pre-assigned seats.
1748889	Air carrier Captain reported communication issues with Departure Control and made reference to Controller possibly being overworked or stressed out due to COVID-19 staffing levels.

ACN	Synopsis
1748818	Air carrier Captain reported communication issues with Center and attributed it to COVID-19 ATC staffing of facilities.
1748780	Air carrier flight crew reported they may have landed passed the touchdown zone. First Officer stated lack of flying contributed to the event.
1748771	Air carrier flight crew reported landing without contacting Tower.
1748726	Air carrier Captain reported being unsure if they were supposed to descend on the approach clearance received from ATC resulting in an altitude deviation.
1748714	Air carrier Captain reported being unable to obtain PPE (Personal Protective Equipment).
1748709	Air carrier First Officer reported an airborne conflict attributed to the Local Controller working more than one combined position.
1748675	Tower Controller and pilot reported a runway incursion due to expectation bias. Pilot stated the Controller was working multiple positions at the time of the event.
1748670	Controller reported that someone in the facility had tested positive for COVID-19. Controller was concerned about the decontamination process.
1748666	MRI Tower Controller reported LOA problems with the overlying A11 TRACON.
1748648	Tower Controller and small aircraft pilot reported a runway incursion resulting in an aircraft having to go-around.
1748639	Pilot reported a critical ground conflict with a non reporting departure aircraft.
1748593	Technician reported flight crews are concerned that when they receive an aircraft that has sat for a few days some switches are in the wrong position.
1748591	Maintenance Technician reported that aircraft are coming out of storage with circuit breakers and other systems in the incorrect setting/position.
1748585	Maintenance Technician reported confusion on who is responsible for cleaning bio-hazards in the interior of the aircraft cabin.
1748574	Flight Attendant reported not completing the exit row briefing until airborne because of distraction caused by moving a passenger to a different seat.
1748573	Flight Attendant reported moving passengers around due to COVID-19, but didn't brief the emergency row until after the main cabin door was closed.
1748566	Flight Attendant reported social distancing concerns during boarding and deplaning the aircraft.
1748559	Flight Attendant reported the time allotted for the required checks and briefings is not enough.
1748558	Flight Attendant reported a passenger refused to wear a mask.
1748543	Air Carrier Captain reported fatigue issues while flying as a reserve pilot for a 4 day pairing during the COVID-19 pandemic.
1748516	Air carrier flight reported due to ATC staffing issues the flight would have to be delay vectored. They opted to land at an alternate airport and receive more fuel, then continued on to destination.
1748506	Air carrier flight crew reported landing without a clearance after dialing in the incorrect frequency.
1748482	Ground employee reported concerns with being notified that someone he had contact with tested positive for COVID-19.
1748460	Ground employee reported problems associated with clearing the ramp during a lightning storm and while parking aircraft.
1748455	Ground employee reported concerns with touching bags on a daily basis and would like the bags to be sprayed to prevent infection.
1748443	Customer service employee reported the Airport Authority had turned off the lights in the over-sized baggage for cost cutting purposes during the COVID-19 pandemic.
1748435	Ground employee raised concerns with the health effects of people wearing a COVID-19 type mask for long durations of time.
1748405	Dispatcher reported problems with the SATCOM lines going unanswered due to COVID-19 staffing levels.
1748404	Dispatchers reported problems with taking an aircraft out of storage and an associated MEL that was not applied before takeoff.
1748383	Air carrier Captain reported a passenger was non-compliant with wearing a face mask during the flight.
1748376	Air carrier Captain reported experiencing mechanical problems after pushback resulting in a return to gate.
1748340	Air carrier Captain reported flying three flights in an aircraft with an expired CAT III status.
1748315	Air carrier Captain reported that many of the first officers he flies with are not current, especially in the landing environment.
1748311	Air carrier flight crew reported they unintentionally missed the revised route segment given in their PDC.
1748303	Pilot reported an increase in the number of pilots who are non current due to the current schedule reduction and reserve staffing levels.
1748283	Tower Controller reported a 'plethora of deals' due to working with small arrival holes and not using the designated departure runway.
1748282	Center Controller reported being overloaded with traffic, MAP [Monitor Alert Parameter] was in the red, having a loss of separation, and an airspace violation due to COVID-19 staffing.
1748275	ZDC Center Controller reported a loss of separation between two aircraft while working 6 sectors.



ACN	Synopsis
1748229	Maintenance technicians reported that while performing a test of the pitot/static system on an aircraft, the job card failed to ensure the Mode S transponders were disabled.
1748223	Flight Attendant reported that the smoke detector alarm was triggered by a passenger smoking an e-cigarette in a lavatory. Flight Attendant stated that wearing a personal face mask made it hard to smell the smoke/vapor plume to determine whether the smell was due to an e-cigarette or other burning material.
1748208	Flight Attendant reported problems associated with wearing the required COVID-19 type mask while performing duties.
1748186	Dispatcher reported not reading a NOTAM completely caused problems relating to limiting the hours of operations at a foreign airport.
1748156	Air carrier flight crew reported experiencing a runway incursion during taxi and cited several factors including a runway change and communication issues.
1748126	Air carrier First Officer reported taxiing out to the runway and finding items were missed during their before taxi flow checklist.
1748102	Pilot reported not being able to turn as required by the SID because of traffic.
1748019	Air carrier flight crew reported being distracted and not arming the autothrottle prior to departure resulting in a rejected takeoff.
1748014	Air carrier Captain reported after a mechanical issue, switching planes and a lengthy delay; they had a speed deviation on the departure SID.
1747998	Flight crew reported they departed without an ETOPS Pre-Departure Check and an open AML write-up for the same issue. Maintenance personnel reported the aircraft was not assigned to anyone, therefore the work was not accomplished.
1747988	Flight crew reported that during takeoff they dialed in an incorrect frequency while trying to contact Departure. The crew attributed the error in part, to the Tower Controller working both Local and Ground positions.
1747955	Local Controller reported an aircraft departed wanting to fly just under the clouds, but encountered IFR and the pilot was not certified for IFR flight.
1747951	Instructor and trainee pilots reported experiencing an airspace incursion into Class C airspace.
1747934	Pilot reported that shortly after takeoff the engine oil pressure indication dropped to zero and a successful return to the airport was done. Postflight maintenance inspection revealed that the oil pressure transducer had failed.
1747907	Pilot reported they were advised by ATC they forgot to cancel VFR flight following.
1747902	Pilot taxied without clearance because he thought Tower was still closed, but it was actually 15 minutes after the Tower had opened.
1747863	Pilot reported encountering multiple delays from ATC while on an IFR flight and was given an approach clearance into the wrong airport.
1747854	Pilot reported thinking the Tower was closed due to no response on the radio and departed airport. While airborne pilot realized the radio was not functioning correctly therefore had taken off without a clearance.
1747851	Pilot reported forgetting to set the correct code in the transponder due to not talking to Clearance Delivery, but rather the overlying TRACON since the Tower was closed due to COVID-19.
1747849	Captain reported various issues with having to wear a mask during the COVID-19 pandemic.
1747810	Flight Attendant reported a passenger seated next to her was coughing and not wearing a mask. Flight attendant posed the question as to whether or not she could move to other non-assigned seats.
1747722	Air carrier Captain reported multiple system switches are set in the wrong position on aircraft coming out of storage.
1747685	Pilot reported forgetting to arm the thrust reversers upon landing and cited distraction and lack of flying as contributing factors.
1747656	Captain reported the First Officer's seat belt broke delaying the flight until the next day due in part to operational issues caused by the COVID-19 pandemic.
1747597	ZID Center Controller reported an airborne conflict while working all sectors in Controller's area during COVID-19 scheduling.
1747418	Pilot reported radio communication confusion as to which runway they had been cleared to land.
1747416	Instructor pilot reported dialing the incorrect CTAF frequency and landed while an aircraft was lining up to takeoff on the same runway.
1747388	Air carrier flight crew reported an unstabilized approach, citing FO's lack of flying and a late change by Approach Control as contributing factors.
1747387	Air carrier Captain reported being advised by a Flight Attendant that while wearing the COVID-19 type mask Flight Attendant felt hypoxia like symptoms.
1747359	Air carrier First Officer reported a taxiway incursion due to distraction from dealing with Engine 1 indications being higher than Engine 2.
1747234	Air carrier First Officer reported experiencing an altitude overshoot during climbout while hand flying and attributed it to lack of flying.
1747217	Pilot reported finding bird droppings in the cockpit and throughout the aircraft after aircraft had come out of long-term storage.
1747165	Ground Controller reported an airliner taxied in the wrong direction toward the ramp.
1747136	Pilot reported taking off in the wrong runway direction.

ACN	Synopsis
1747125	Technician reported a work order was missed and not completed.
1747061	Air carrier Captain reported receiving a cabin pressure master warning during departure and executed a return to departure airport.
1747020	Air carrier flight crew reported a waypoint crossing altitude dropping out of the FMS and not knowing why resulting in an altitude deviation.
1746999	Air carrier flight crew reported getting confusing intersections and routings they were not familiar with and were also concerned about being routed more than 50 miles off shore by ZJX Center, which reportedly does this often.
1746974	Air carrier flight crew reported they began taxiing out without clearance. Captain stated lack of flying was a contributing factor.
1746929	Pilot departed airport without communication with Tower. Pilot mistook LOCAL time for ZULU time, and departed the airport when Tower was open.
1746913	Pilot reported listening to the ATIS which stated the Tower was closed, and started a taxi towards the runway when Ground called the pilot and advised Tower was still open.
1746906	Pilot reported landing without clearance due to a sticky radio switch and lack of incoming radio transmission, and thinking the Tower was closed due to COVID-19.
1746826	Pilot reported issues relating to a circling approach to Runway 32 at RDU and ATC communication issues for the circling approach.
1746796	Air carrier flight crew reported a track heading deviation. ATC questioned their routing and the crew realized they had an amended clearance.
1746792	Pilot reported due to light weight and high climb rate the aircraft received a Resolution Advisory.
1746781	Flight crew reported not flying the assigned heading on departure and being corrected by ATC. The crew referenced lack of flying as a contributing factor.
1746772	Air carrier First Officer reported experiencing a course deviation and stated being away from flying was a contributing factor.
1746769	Air carrier Captain reported experiencing a track heading deviation due to FO entering the wrong heading on the PFD. Captain and ATC caught the mistake and corrected the heading.
1746754	Air carrier flight crew reported experiencing an unstabilized approach, disconnected the autopilot and stabilized at 500 feet and landed uneventfully.
1746744	Pilot reported departing a runway and then observing an aircraft departing from a crossing runway causing an airborne conflict.
1746738	Air carrier flight crew reported experiencing an unstabilized approach and setting up to land on a closed runway with anticipation of changing to landing runway later.
1746726	Air carrier flight crew reported during climbout they received a route change that was not on the filed route.
1746706	Air carrier Captain reported a track heading deviation after accidentally pressing the heading select switch.
1746571	Air carrier First Officer reported forgetting to get a landing clearance from Tower.
1746549	Air carrier Captain reported executing a go-around due to a quartering tailwind and then electing to divert to filed alternate.
1746536	Center Controller reported clearing an aircraft for a NA (Not Authorized) Approach, and observing the aircraft descend below the MEA.
1746530	F11 TRACON Controller reported a conflict after an aircraft came over at the incorrect altitude.
1746513	Pilots reported entering the incorrect routing in the FMS resulting in a track heading deviation.
1746493	Pilot reported receiving a traffic alert shortly after takeoff requiring immediate evasive action. Pilot noted that the PHL TRACON Controller seemed incredibly busy, thereby potentially missing the conflict.
1746463	Flight Attendant reported feeling dizzy along with another Flight Attendant and attributed it to having to wear a protective mask.
1746444	Air carrier Captain reported a taxiway incursion due to expectation bias.
1746439	Air carrier First Officer reported being notified that the flight release had not been signed prior to departure. The FO stated that technology challenges as a result of COVID-19 procedures contributed to the event.
1746434	Air carrier Captain reported that the over-wing doors were not armed and the aircraft had been flown for several days in this condition. The aircraft had recently come from storage and the escape slides had not been enabled for deployment by Maintenance.
1746383	ZOB Center Controller reported forgetting to ask 3 different aircraft if they had weather and NOTAMs for their landing airport.
1746354	Pilot reported issues with the service provided by SLC Tower and cited Controller workload as a contributing factor.
1746329	Mechanic reported that after performing work on the nose gear door, the aircraft had nose gear problems in flight. Mechanic was concerned that fatigue due to changes in work schedule hours contributed to a possible error.
1746320	Air carrier Flight Attendant reported a sick passenger boarded a flight, but was removed from the flight prior to departure.
1746311	Air carrier flight attendants reported that a passenger was vaping in the lavatory and was not wearing a personal protective mask during the flight.

ACN	Synopsis
1746310	Flight Attendant reported experiencing fatigue from extended work hours and additional duties due to change in flight schedules in response to the COVID-19 pandemic.
1746282	Air carrier Captain reported having inadequate cleaning supplies to sanitize their cockpit equipment.
1746254	Pilot reported a track heading deviation and cited lack of flying as a contributing factor.
1746189	Pilot reported a track heading deviation when executing a 360 turn resulting from confusing a fix name which sounds like the number 360.
1746167	Air carrier First Officer reported a CFTT incident citing unfamiliarity with the airport and issues relating to the surrounding terrain.
1746158	Pilot reported experiencing a runway incursion after landing.
1746108	Flight Attendant reported wearing a COVID-19 mask hindered her ability to smell smoke in the cabin.
1746089	Air carrier flight crew reported forgetting to turn off APU and later exceeding the APU ceiling.
1746006	TRACON Controller reported a loss of separation event and made reference to COVID-19 staffing levels as a contributing factor.
1746005	ZLA Center Controller reported losing separation due to traffic volume, watching too large of an area and the COVID-19 configuration.
1746003	SLC Tower Controller reported an aircraft went around twice due to windshear and also reported that the way the Tower cab positions are split up are not flexible and not safe.
1745982	Captain reported ATC issued a climb 2,000 feet above the filed altitude, crew took the altitude and did not question ATC. Another Center Sector Controller eventually asked crew why they were going to newly assigned altitude instead of filed altitude.
1745951	Pilot reported flying into a restricted area and attributed it to weather and not receiving ATC flight following.
1745930	Pilot reported concerns with the limitations imposed by the SFAR concerning the ability to exercise instrument privileges.
1745885	C172 Instructor reported a NMAC with an opposite landing aircraft.
1745872	Pilot reported an altitude deviation due to excessive climb rate.
1745854	Technician reported work card discrepancies for two different types of aircraft and being pressured to continue working after finding these errors.
1745850	Technician reported being distracted by possible lay-offs and did not complete a work order correctly.
1745712	Pilot reported attempting to land at an airport with a closed Control Tower and other aircraft landing on an unlit runway at night.
1745709	Air carrier First Officer reported a miscommunication problem with TPA TRACON resulting in an altitude deviation and attributed it partly due to not flying because of COVID-19.
1745694	Pilots reported being advised that the aircraft was flown with open write ups on three legs.
1745666	SCT TRACON Controller reported experiencing an airborne conflict between an air carrier and a GA aircraft.
1745614	Lead Flight Attendant reported the red tag was not put in place after disarming the door.
1745547	Air carrier flight crew reported experiencing an altitude deviation during approach. Lack of flying and proficiency were contributing factors.
1745485	Pilot reported a taxiway incursion, citing distraction with aircraft condition and lack of recent flying as contributing factors.
1745467	Air carrier Captain reported forgetting to turn on three of the four window heat switches during pre-flight.
1745422	Flight crew reported overshooting altitude and then returning to assigned altitude. The Captain stated lack of flying was a contributing factor.
1745410	Air carrier Captain reported a loud hum during climbout emanating from the door and having to return to departure airport.
1745376	Pilot reported experiencing a track heading deviation and cited rustiness and lack of flying as a contributing factor.
1745365	Instructor pilot reported taking off with incorrect transponder code and cited lack of flying due to the COVID-19 as a contributing factor.
1745329	Pilot reported exceeding 250 knots below 10,000 feet.
1745290	TRACON Controller reported an airspace violation occurred due to lack of coordination. Traffic volume was cited as a contributing factor.
1745186	Air carrier flight crew reported experiencing an unstabilized approach resulting in a go-around. Unfamiliarity with the airport and rustiness from lack of flying were cited as contributing factors.
1745174	Air carrier flight crew reported an altitude deviation during arrival. Captain stated rustiness due to lack of flying was a contributing factor.
1745071	Pilot reported being rusty after lack of flying due to the COVID-19 pandemic resulting in communication issues with ATC.
1745059	Pilot reported an alleged airspace violation while being under flight following and handed off to a Tower by Approach Control. Reportedly, Tower Controller was working numerous frequencies/positions and advised pilot that he had violated the Class Delta airspace.
1745054	Pilot instructor and student reported distraction in the cockpit resulted in executing a touch and go without ATC clearance and cited lack of flying as a contributing factor.

ACN	Synopsis
1745052	Pilot reported while on a sightseeing trip they went too low, pilot eventually caught the mistake and climbed back to a normal altitude.
1745049	Pilot reported communications issues due to Tower Controller working multiple positions on same frequency due to facility staffing issues.
1744987	Pilot reported a taxiway incursion and cited being off for a month and a half as a contributing factor.
1744964	Pilot reported clearance was different than what they had filed and would like to see HPN ATC Facilities re-open.
1744945	Pilot reported a taxiway incursion partially due to expectation bias.
1744942	Air carrier flight crew reported experiencing a low speed buffet alert during cruise due to having the aircraft in the incorrect configuration with autothrottles not engaged. Lack of flying was cited as a contributing factor.
1744800	Air carrier Mechanic reported that wearing a mask and safety glasses causes the glasses to fog up, resulting in safety concerns when working on ladders, lifts, and in tight places. Mechanic also expressed concern that while working with chemicals, they could inadvertently be transferred to the mask.
1744783	Air carrier flight crew experienced a high work load during an approach which resulted in unstable approach and a missed approach. The crew cited lack of experience and recent flying as contributing.
1744763	Air carrier Captain reported an airframe overspeed in cruise that likely resulted from the autothrust not being engaged during takeoff. Captain noted that the failure to see the FMA indications resulted from a lack of proficiency and recency of flying.
1744694	Instructor pilot reported an airborne conflict with an aircraft that was not on correct frequency.
1744678	Air carrier First Officer reported forgetting to turn on the probe heat and stated lack of flying was a contributing factor.
1744573	Flight Attendant reported that another Flight Attendant refused to wear a mask during boarding and throughout the flight. Reporter expressed concern that the health of passengers and other cabin crew were put at risk.
1744482	GA pilot experienced an airspace incursion while returning from a practice flight. Pilot reported not being fully prepared for the flight and had not flown lately due to the COVID-19 pandemic.
1744433	Lead Aircraft Technician reported an aircraft in storage had both engines run with no oil in either the main oil tank or accessory gearbox.
1744430	Air carrier Maintenance employee reported adverse health symptoms after exposure to an aircraft just cleaned using electrostatic spraying.
1744335	Air carrier flight crew reported rejecting a takeoff in response to multiple warning lights. The aircraft had been in storage and anti-ice circuit breakers had been collared and not removed by Maintenance prior to flight.
1744314	Air carrier Captain reported concerns with re-qualification training courses after not flying due to the COVID-19 pandemic.
1744310	Air carrier First Officer reported inconsistent use of masks per guidelines by crewmembers.
1744306	Air carrier Captain reported concerns with wearing masks during pre-flight crew briefings.
1744199	Pilot reported a communication issue resulted in an altitude deviation.
1744193	Pilot reported being on the incorrect frequency and thinking it was odd that no other aircraft were heard while landing.
1744138	Flight crew reported missing a crossing restriction during approach.
1744131	Air carrier Captain reported an unstabilized approach resulting in a go-around.
1744087	Air carrier Captain reported having to remove a passenger showing symptoms of illness.
1744071	Dispatcher reported re-routing issues associated with the deferral of a flight's CPDLC system.
1744067	Air carrier First Officer reported he had inadvertently pushed the thrust levers into detent setting on takeoff, which was not recognized until reaching cruise flight.
1744042	TRACON Controller reported an airborne conflict and attributed it to staffing levels due to the COVID-19 pandemic.
1744041	Center Controller reported an aircraft attempting to land on the wrong runway resulting in another aircraft executing a go-around.
1743932	Air carrier flight crew reported that Tower instructed them to abort the takeoff roll which was requested by the ARTCC facility due to traffic and staffing issues and could not yet accept the flight into their airspace.
1743906	Pilot reported that after checking in on Center frequency, no response was received for some time. The pilot delayed locating an alternative frequency due to the quiet frequencies that have become prevalent during COVID-19 reduction in air traffic volume.
1743857	Air carrier Flight Attendant reported forgetting to notify other FAs that the AFT doors were disarmed. Flight Attendant stated not having been in an airplane for an extended time due to the COVID-19 pandemic contributed to the event.
1743853	Air carrier Flight Attendant reported interacting with a sick passenger in flight who was possibly exhibiting COVID-19 symptoms.
1743844	Air carrier Captain reported not recognizing until cruise that the transponder was set incorrectly. Captain recommended that crews visually confirm checklist items since many pilots are flying infrequently due to COVID-19 reductions in travel demands.

ACN	Synopsis
1743828	Air carrier Captain reported a series of miscommunications regarding a boarding passenger who was possibly contagious with COVID-19. After the Captain spent time resolving the issue, it was determined that the passenger could be allowed to board.
1743824	Air carrier Captain had an airspeed deviation and cited being rusty due lack of flying as contributing.
1743792	Air carrier Captain forgot to do a SELCAL check and cited as contributing factors multiple tasks in a short period and having not flown in a long time.
1743769	Controller reported using a configuration that did not show an airspace that was open. Controller thought airspace was closed and had an airspace violation.
1743749	Corporate pilot reported having an altitude deviation while hand-flying the aircraft and attributed it to lack of flying due to the COVID-19 slow down.
1743722	Air carrier Flight Attendant expressed multiple concerns regarding company COVID-19 protocols, including alternative jumpseat locations, social distancing in the flight deck, safety equipment demonstrations, and the wearing of protective masks.
1743562	GA pilot reported experiencing an airborne conflict during departure having to take evasive action. Reporter cited an increase in traffic due to the lifting of stay at home restrictions as a contributing factor.
1743554	GA pilot reported inadvertently leaving the transponder code set from the previous flight. The pilot was accustomed to getting a code from the Tower, however the Tower had closed early due to COVID-19 hours and the pilot did not check the transponder.
1743551	Pilot reported calling on radio for traffic and attempting to depart in a 2 minute window, when an aircraft on final requested pilot to hold position, but ultimately had to go-around.
1743473	Air carrier flight crew reported that deferred maintenance items were not properly documented due to multiple distractions in the flight deck, including international COVID-19 screening protocols.
1743466	Air carrier Captain reported aborting a takeoff roll when the tiller was accidentally bumped, causing the steering to disengage.
1743435	Pilot reported an unstable approach and requesting a 360 turn on final from Approach. Reporter cited lack of flying and distractions during the approach as contributing factors.
1743200	Air carrier flight crew reported a brake issue on landing and re-occurring at the gate. Captain stated lack of flying was a contributing factor.
1743199	Air carrier flight crew reported equipment problems and having to change destinations due to COVID-19 restrictions.
1743149	Flight Attendant reported forgetting to brief the over the wing passengers until at 10,000 feet.
1743084	Center Controller reported being distracted due to COVID-19 issues and did not hear a wrong read back from a crew, which resulted in an altitude deviation.
1743080	Pilot reported inadvertently flying into Class Bravo airspace and cited lack of flying during the COVID-19 pandemic as a contributing factor.
1742979	Air carrier pilot described the potential negative aspects of wearing a face mask in the flight deck.
1742952	GA pilot reported misinterpreting an altitude alert and descended from assigned altitude while on approach. Lack of familiarity with the instrument panel and lack of recent flying due to the COVID-19 pandemic were cited as contributing factors.
1742870	Air carrier Captain reported alcohol from cleaning products may be entering the boom mike causing the equipment to malfunction.
1742867	Dispatcher reported being advised of an aircraft that took off with incorrect weights and the need to ensure a certain row in the aircraft was empty to be within limits.
1742866	Air carrier Captain reported experiencing an unstabilized approach in which they should have executed a go-around but decided to continue and stabilized at 500 feet. Captain reported rustiness from lack of flying contributed to the event.
1742861	Air carrier flight crew reported multiple changes to the arrival and runway resulted in a track heading deviation. Flight crew stated lack of flying was a contributing factor.
1742856	First Officer reported setting the incorrect flaps resulting in an immediate rejected takeoff after receiving a configuration warning.
1742825	Air carrier Captain reported operating flights with an incorrect MEL applied. The flight deck sanitizing process was cited as a reason for not closely reviewing the logbook and MEL.
1742814	Corporate Captain reported experiencing an undershoot of a crossing restriction and cited lack of recent flying experience due to the COVID-19 pandemic as a contributing factor.
1742780	GA pilot reported not being sure if he was cleared into Class B Airspace. Reportedly, the decision to fly into Class B airspace was based on the lack of traffic due to the COVID-19 pandemic.
1742767	Pilot reported being switched from Approach to Tower, but dialed incorrect frequency resulting in a go-around.
1742760	GA pilot reported forgetting to turn on Navigation Lights so the ADS-B would activate.
1742716	Flight Attendant reported a passenger's displeasure with other passengers not wearing masks.
1742698	Flight crew reported climbing 500 feet above assigned block altitudes and cited COVID-19 conversation distractions and fatigue as contributing factors.
1742622	Center Controller reported a loss of separation event due to being distracted while cleaning equipment.
1742618	Local Tower Controller and Radar Controller reported a conflict between a go-around aircraft and a slower moving departure.

ACN	Synopsis
1742507	Air carrier First Officer requested guidance in a scenario where two air carrier pilots, neither of whom has flown within the prior 90 days due to the new 2-month FAA extension, are operating on the same flight. The First Officer expressed concern regarding the issue of pilot currency versus pilot proficiency.
1742475	Air carrier Captain reported that the aircraft departed with passenger distribution data different from the actual distribution due to one passenger changing seats. The Captain noted the aircraft was very lightly loaded and it was important to ensure an accurate record of passenger location, as this could affecting weight and balance data.
1742319	Pilot reported having to descend to avoid a collision, then realized aircraft may have been too low over a group of people.
1742312	Pilot reported wind gust caused the aircraft to porpoise twice during landing causing minor propeller damage. Pilot cited lack of flying as a contributing factor.
1742311	Instructor pilot reported thinking Tower instructions for them were for another aircraft resulting in a heading deviation. Reporter cited Tower staffing issues due the COVID-19 pandemic as a contributing factor.
1742273	Flight Attendant reported a passenger cleaned the seat with bleach. Bleach was removed from aircraft and flight departed.
1742271	Flight Attendant reported difficulty and confusion with guidelines when trying to enforce the mandatory mask requirement.
1742175	Pilot reported experiencing an altitude deviation during departure. Reporter cited routing clearance issues and lack of flying due to the COVID-19 pandemic as contributing factors.
1742161	Pilot reported being unsure if he had a release to get airborne on a flight. Fatigue from COVID-19 restrictions was cited as a contributing factor.
1742159	Pilot reported after landing a crosswind took control of the aircraft causing a runway excursion.
1742152	Pilot reported landing without clearance and cited the COVID-19 environment as a contributing factor.
1742122	Flight Attendant reported requesting a passenger be moved to accommodate for COVID-19 social distancing. Passenger was not moved and in the process Flight Attendant forgot to brief emergency row.
1742121	Flight Attendant reported not being informed of passengers on the aircraft with COVID-19 symptoms until after airborne.
1742058	Air carrier First Officer reported taking off without a required alternate. A delay due to spraying for COVID-19 was cited as a contributing factor.
1742028	Air carrier Captain reported that airline is not following the SAFO2009 guidance during the COVID-19 pandemic.
1742024	Air carrier Captain reported a passenger was removed from flight due to exhibiting COVID-19 symptoms. Reporter suggested masks should be mandatory for all passengers and there should be screening for COVID-19 symptoms at security checkpoints.
1742005	Air carrier flight crew reported not calling Ramp before taxiing.
1741998	Center Controller reported working 3 sectors combined during the COVID-19 pandemic and did not point out an aircraft resulting in an airspace violation.
1741968	Instructor pilot reported that while flying with a student they struck the ground with the tail of the aircraft during landing.
1741944	Flight Attendant reported catering personnel were not wearing masks, and a non-revenue pilot was not complying with mask usage until pilot was asked twice to comply.
1741926	Air carrier Captain reported they departed with the flight release form still in the aircraft. Reportedly, ramp personnel forgot the form in the aircraft after the crew had handed it to them.
1741905	Air carrier flight crew reported landing without a clearance. The Captain made reference to lack of flying time in recent weeks as a contributing factor.
1741873	Center Controller and Front Line Manager reported an airborne conflict event while working Center airspace along with three other Approach Control airspaces.
1741854	Pilot reported flying out of radio contact with the Center due to complacency from the reduction of air traffic caused by the COVID-19 pandemic.
1741839	Air carrier Captain reported issues with the passenger count on board and social distance seating guidelines which delayed the flight.
1741756	Flight Attendant reported being asked to continue flying after being notified of being in contact with a crew member who had tested positive for COVID-19.
1741713	Pilot reported doing pattern work, practice landings and takeoffs at an airport that had been NOTAMed closed.
1741701	GA pilot reported landing on a closed runway, that was NOTAMed closed after pilot had already checked NOTAMs and had departed.
1741693	Flight Attendant reported a passenger asked for a different seat, but Flight Attendant was unable to comply with the request due to social distancing concerns from other passengers.
1741691	Flight Attendant reported they found a 3/4 used cigarette on the aircraft while doing initial inspections and wondered how the cleaning crew missed it. Also, there were no alcohol based cleaning/sanitation supplies on the aircraft.
1741688	Flight Attendant reported initially forgetting to move the door flag to the disarmed position due distraction from putting a mask on to avoid COVID-19 exposure.

ACN	Synopsis
1741683	Flight Attendant reported an immediate burning sensation in eyes/nose/throat/lungs and an immediate headache, from the cleaning products used to combat COVID-19.
1741644	Air carrier Captain reported pushing back before brakes were release causing the tow bar shear pin to break.
1741632	Pilot reported flying aircraft with an overdue inspection.
1741625	Air carrier Captain reported smelling a burning smell during cruise. Post-flight Maintenance briefing advised the pilots alcohol from wipes may be shorting out wires.
1741536	Pilot reported being outside of flight currency requirements and cited distraction from the COVID-19 pandemic as a contributing factor.
1741533	Pilot reported experiencing an altitude deviation and cited lack of flying due to the COVID-19 pandemic as a contributing factor.
1741509	Two flight attendants reported having to work a flight a few days later after being on a flight with a passenger who had tested positive for COVID-19.
1741474	Air carrier Captain reported being notified that he had operated a flight with the vertical stabilizer probe covers on during flight.
1741452	Air carrier flight crew reported mistakes in flight release documentation relating to the number of jumpseaters on board.
1741398	Air carrier Captain reported significant safety compromises with wearing face masks during the COVID-19 pandemic and associated problems with oxygen masks.
1741389	TRACON Controller working COVID-19 schedule reported a loss of separation between two IFR aircraft while accidentally providing VFR instructions to one of the aircraft.
1741388	TRACON Controller reported a loss of separation due to an aircraft taking too long to turn inbound on the approach. Controller made reference to COVID-19 related issues contributing to the event.
1741300	Ground employee expressed concern over being the only employee who wears a face mask and works in close proximity with other team employees.
1741275	Corporate pilot reported turning the wrong direction to a heading issued by ATC. The pilot stated they were new to the airplane and had not flown much recently due to the COVID-19 pandemic.
1741266	GA flight instructor reported lining up on final approach with a runway parallel to the assigned runway. Cited as contributing were weather conditions and a lack of recent proficiency flights due to the COVID-19 pandemic.
1741227	Air carrier Captain misread the BOW (Basic Operating Weight) placard which resulted in a weight and balance miscalculation. The placard had become distorted and worn due to COVID-19 cockpit cleaning procedures.
1741215	Air carrier Captain reported being notified by the company of a possible exposure to COVID-19 through another crew member. The Captain expressed concern that deadheading crew was notified before the on-duty crew and suggested that they should have been removed from duty sooner.
1741192	Air taxi pilot reported that while deviating around thunderstorms, the track resulted in flying farther offshore than allowed by company Ops Specs. The pilot noted that due to COVID-19 the co-pilot's overwater training had been cancelled.
1741165	Air carrier Captain reported an altitude overshoot during approach and cited reduced flying as a contributing factor.
1741125	Air carrier Captain reported various issues relating to the COVID-19 pandemic including FAs not properly using masks, passenger complaints regarding seating issues and lack of flying time.
1741118	Pilot reported executing the wrong missed approach procedure after not being issued missed approach instructions. ATC cleared the pilot for the approach and issued instructions to contact airport advisory frequency, however there was no such frequency published for the airport and the Tower was closed due to the COVID-19 pandemic.
1741074	Flight Attendant reported a passenger vomited throughout aircraft causing aircraft to be taken out of service after landing at destination. Flight Attendant suggested passengers should wear masks and have their temperature checked prior to boarding during the COVID-19 pandemic.
1741073	Flight Attendant reported a passenger brought on board a smelly spray container made with an alcohol base mixture. Passenger reportedly started spraying walls, windows, seats and armrests.
1741072	Flight attendant reported passenger sneezed directly into Flight Attendant's face without attempting to cover the sneeze. Flight Attendant suggested passengers should be given hygiene tips during pre-boarding announcements.
1741053	Air carrier Captain reported being scheduled a flight at full passenger capacity and was concerned about social distancing and exposure to COVID-19.
1741023	Ground employee reported concerns about having to wear commonly shared wireless headsets during the COVID-19 pandemic.
1741022	Air carrier ground crew reported that while repositioning an aircraft in a remote parking location, the wing struck an adjacent parked aircraft. The crew reported that the move was done to fit more aircraft into the parking location.
1741018	Air carrier Captain reported inadvertently flying with an expired FMC database. The Captain noted that distractions due to numerous added cautions for cockpit cleanliness may have contributed.
1741003	Air carrier pilot expressed concern about the safety aspect of the FAA's extension of the landing currency requirement from 90 to 180 days.

ACN	Synopsis
1740938	Flight Attendant reported wearing a personal face mask while demonstrating oxygen mask use during the pre-departure safety briefing. The Flight Attendant was concerned that passengers would think it would be acceptable to place an oxygen mask over a personal mask.
1740911	Air carrier First Officer reported no sani-wipes were on the aircraft, nor available from operations.
1740830	Ground employee reported the use of shared headsets exposes ramp employees to COVID-19.
1740829	Ground employee reported two team members were less than 6 feet apart and not in accordance with social distancing government guidelines.
1740821	Flight crew reported having to move passengers from two rows for weight and balance causing a delay, and then once airborne crew was told they took off with incorrect final weights.
1740815	Flight crew reported a similar callsign issue resulting in a takeoff without clearance. The crew attributed this to a lack of alertness and complacency due to the irregular times.
1740811	Center Controller also working Approach Control airspace due to the COVID-19 pandemic, reported communication issues with another Approach facility resulting in an airborne conflict.
1740805	TRACON Controller reported that while working traffic at a combined position during COVID-19 reduced staffing period, they experienced a loss of separation.
1740738	Air carrier flight crew reported receiving a flap setting warning horn during initial power push for takeoff. The Captain cited lack of sleep as a contributing factor.
1740708	Air carrier Captain reported that during recurring ground training individuals did not always wear a mask to protect from COVID-19 exposure.
1740686	Ground employee reported a flight departed with incorrect weight and balance numbers. Reporter cited COVID-19 guidelines and social distancing issues as contributing to the event.
1740684	Air carrier Captain reported being advised after departure that a passenger's family member had been exposed to COVID-19. The crew followed proper CDC protocol at destination.
1740683	Air carrier First Officer reported no Personal Protective Equipment (PPE) or sanitizing equipment were provided for a round trip flight.
1740640	Flight Attendant reported concerns about safety and security issues relating to new COVID-19 jumpseat arrangements and social distancing guidelines.
1740585	Flight Attendant reported concerns with another Flight Attendant bringing a passenger on the shuttle bus and flight during the COVID-19 pandemic.
1740550	Air carrier Captain reported no sanitation equipment was available for use while at a foreign destination during the COVID-19 pandemic.
1740533	GA pilot had a Class B airspace incursion after assuming they were cleared through the airspace by ATC.
1740532	GA pilot reported flying formation with the wrong aircraft. Reporter cited a number of contributing factors that led to this confusion.
1740524	GA pilot reported a flight over homes may have been too low.
1740521	Technician reported an aircraft was supposed to be deep cleaned after possible COVID-19 contamination, but when cleaners were questioned they had not been advised to deep clean the aircraft.
1740471	Air carrier flight crew reported being exposed to COVID-19 from another pilot and having to self quarantine after notification.
1740411	Pilot reported experiencing a track/heading deviation. Pilot stated the deviation occurred in part due to flying with an inexperienced co-pilot.
1740402	Technician reported that employees are not being issued PPE, especially masks, which are needed to avoid contracting the COVID-19 virus.
1740401	Flight Attendant reported a passenger complained about a deadheading pilot who was coughing and requested deadheading pilot put on a mask. Passenger ended up moving to a different seat.
1740396	Flight Attendant reported concerns with being pressured to board early with only a few passengers. Flight Attendant stated it would be best to avoid boarding unnecessarily early to minimize the time of possibly being exposed to COVID-19.
1740373	Corporate First Officer reported descending prior to a crossing restriction during arrival. First Officer referenced being distracted talking about COVID-19 related logistical issues that may have contributed to the event.
1740337	Flight Attendant reported thinking she was drinking out of her own cup and realized cleaners had put a different used cup in place, and was concerned about possible COVID-19 exposure.
1740294	Ground employee reported a person came to work after a family member had allegedly tested positive for COVID-19.
1740283	Air carrier flight crew reported many delays encountered to get a flight going that eventually departed the next day.
1740275	Air carrier pilot reported concerns with the inability to maintain proper social distancing in the cockpit during the COVID-19 pandemic. Reporter suggested guidelines should allow for pilots to wear surgical masks in the cockpit during this time to minimize COVID-19 exposure.
1740252	GA pilot reported experiencing a taxiway incursion citing multiple distractions and other human factors as contributing to the event.
1740241	Flight Attendant reported concerns with passenger use of masks during the COVID-19 pandemic and the lack of instructions to remove them in order use the oxygen masks in case of a rapid decompression.



ACN	Synopsis
1740238	Flight Attendant reported a passenger was coughing in the gate area making the crew and other passengers uncomfortable due to the COVID-19 pandemic.
1740213	Air carrier Captain reported pushing without contacting ground, citing COVID-19 operations as the reason for disrupting flows and habits.
1740159	Maintenance Technician reported questions and concerns relating to cleaning techniques for aircraft during the COVID-19 pandemic.
1740092	General Aviation pilot flying VFR reported experiencing an airborne conflict with an airliner. Pilot stated that lighter traffic during the COVID-19 pandemic was a factor in the decision to not contact ATC, which may have contributed to the event.
1740086	Flight Attendant suggested changing the safety announcement during the COVID-19 pandemic to include instructions for passengers to remove their personal protective masks before donning drop-down oxygen masks.
1739963	Technician reported a Supervisor made two calls before reluctantly providing him with a mask. Technician stated they are not adequately being supplied with PPE equipment during the COVID-19 pandemic.
1739948	Air carrier Captain reported that the crew was transported to the aircraft in the same bus as the passengers to a remote hard stand, and that a separate bus would lessen the risk of exposure to COVID-19.
1739882	Center Controller reported that while working through COVID-19 Operations, they became very busy working combined sectors resulting in an airborne conflict.
1739830	Flight Attendant reported a passenger violated COVID-19 social distancing rules when approaching the galley mid-flight to ask for a beverage.
1739795	Air carrier Captain reported having to ferry a flight for storage due the COVID-19 pandemic without correct maintenance release documentation.
1739663	Flight Attendant reported they are not being provided with adequate cleaning supplies and sanitizers during the COVID-19 pandemic. Flight Attendant also expressed concern with the flight being overstaffed for no reason.
1739613	Air carrier flight crew reported conducting an unstable approach to a landing into an unfamiliar airport. The crew cited flying frequency as the main cause attributed to a reduction of flights during the COVID-19 pandemic.
1739597	Center Controller reported management was not following COVID-19 related facility policy for social distancing.
1739596	Center Controller reported holding several aircraft due to weather at intended airport, interacting with TMU, lining aircraft up 20 MIT, then after the first three aircraft the Controller was told to hold remaining aircraft. Controller reported that due to the COVID-19 pandemic he did not call for D- Side help because of social distancing concerns.
1739595	Flight Attendant expressed concern that attending a scheduled recurrent training class with a group of flight attendants could increase the risk of spreading the COVID-19 virus to other crew members and passengers.
1739577	Technician reported being told the aircraft was 'okay' to board, but received no documentation stating the aircraft was properly sanitized.
1739520	Air carrier First Officer reported the flight crew decided not to write up a minor in-flight equipment malfunction as a discrepancy, which might not be deferrable. The decision was due, in part, to the crew's uncertainty around recent changes in COVID-19 screening procedures at the destination airport.
1739456	Dispatcher reported a similar callsign issue and cancellations attributed in part to COVID-19 pandemic related work environment.
1739384	Maintenance Technician reported a collision with an object while taxiing aircraft for maintenance. The rush to ground planes due to the COVID-19 pandemic was referenced as a contributing factor.
1739379	Flight Attendant reported having difficulty clarifying the company's current policy on the use of shared jumpseats and social distancing. The Flight Attendant occupied a passenger seat during takeoff and landing, rather than the assigned jumpseat. After the flight, the Flight Attendant found that jumpseat policy changes had not been put in place.
1739319	Air carrier First Officer expressed concern about the erosion of skills and knowledge while awaiting OE and consolidation flights. A restrictive flight schedule due to the COVID-19 pandemic was cited as contributing.
1739228	GA pilot had difficulty finding a flight instructor during the COVID-19 pandemic to conduct a flight review.
1739176	Air carrier flight crew reported the aircraft had a bounced landing resulting in a go-around. The crew cited the handling and performance characteristics of the lightly loaded aircraft as a contributing factor.
1738848	Ground employee reported problems associated with sharing headsets.
1738713	Air carrier Captain reported that due to weight and balance needs, the Operations Agent directed passengers on a nearly empty flight to sit close together, violating social distancing requirements. The Captain suggested that weight and balance be reworked to allow appropriate spacing between passengers.
1738687	Flight crew reported landing without clearance due to fatigue and lack of recent flying assignments due to COVID-19-related decrease in flights.
1738676	Reporter was concerned that there weren't safety masks or respirators available for use.
1738653	Flight crew member reported the bag containing protective gear for COVID-19 was not boarded on the aircraft, and that the on duty in-flight Supervisor directed the crew to depart without the bag.
1738644	Flight crew member reported the company was sending crews out during pandemic without proper safety equipment.

ACN	Synopsis
1738582	Pilots reported departing without clearance in what they thought was an uncontrolled airport resulting in runway incursion and airspace violations.
1738571	Air carrier ramp agent reported being uncomfortable with a company procedure requiring wearing shared headsets amidst the COVID-19 pandemic.
1738544	Pilot was concerned why a site was temporarily closed for cleaning and what caused the closure.
1738454	Flight Attendant reported that a crewmember had possibly been exposed to COVID-19. For social distancing purposes, Flight Attendant sat in a cabin seat for takeoff and landing.
1738408	Air carrier flight crew reported the ATC Tower changed hours of operation and was closed due to COVID-19, resulting in a takeoff before curfew ended.
1738406	Air carrier First Officer reported issues with COVID-19 screening procedures after a flight.
1738354	Pilot reported the company provided face masks do not fit the reporter's face, causing fogging of glasses.
1738292	Air carrier flight crew reported an erroneous frequency change that resulted in a track heading deviation.
1738277	Ground personnel reported that persons exposed to COVID-19 were allowed to continue to work.
1738151	Ground employee reported concern over his employer's Coronavirus related procedures.
1738150	Load Planner expressed concern about Coronavirus related company procedures that resulted in personnel being seated too close to one another.
1738146	Ramp employee expressed concern about Coronavirus related company procedures.
1738143	Air carrier First Officer reported the company training center and simulators could benefit from more sanitation and cleaning supplies for staff and trainees in order to support a safe training environment. The crew member suggested that the company pursue FAA approval to extend training events deadlines in order to have time to deep clean the training facility.
1738069	Flight Attendant stated preoccupation with COVID-19 concerns resulted in forgetting to bring the EFB to work.
1738049	Pilot and Controllers reported an altitude overshoot that caused an airborne conflict.
1738047	Dispatcher reported prior to flight departure, a required alternate airport was NOTAMed unavailable due to COVID-19.
1738026	Air carrier Captain reported receiving a TCAS RA related to an abnormally high climb rate associated with very lightly loaded aircraft because of the COVID-19 pandemic.
1737991	Ramp agent reported working too close to others and not having sufficient antiseptic wipes.
1737827	Pilot reported concerns with carrying passengers who were COVID-19 positive.
1737824	Center Controller reported unusual traffic flows due to COVID-19 and its effect on the normal workload.
1737774	Flight Attendant reported not following procedures during the disarming of doors after the arrival and stated distraction and anxiety about COVID-19 contributed to the event.
1737763	Flight Attendant reported a passenger sprayed Lysol on and around his seat.
1737730	First Officer reported concerns with having to ride a bus full of crammed passengers from the gate to the aircraft increasing their risk of being exposed to Coronavirus.
1737717	Captain failed to verify that the release was properly electronically signed prior to departure.
1737694	Pilots reported routing and fuel problems associated with a ARTCC airspace closure.
1737668	Ground employee reported the employee bus carries more than 10 passengers and 6 feet social distancing separation is impossible.
1737641	First Officer reported issues relating to NOTAMS and towers closing for COVID-19 cleaning.
1737621	Air carrier flight crew reported having an aircraft pressurization problem thinking it was an equipment problem but the Packs were not turned on.
1737577	Center Controller reported that under-staffing due to COVID-19 has resulted in numerous aircraft reroutes.
1737462	Flight Attendant reported lack of disinfectant wipes and cleaning agents on the round trip flight.
1737454	Air carrier flight crew reported issues with a Center being ATC Zero and having to divert to obtain more fuel to reach their destination airport.
1737243	Air carrier Captain reported that during boarding they noted a child passenger had COVID-19 like symptoms, but at the time did not know what the correct protocol was to address the situation.
1737230	Air carrier Captain reported departing with a passenger count discrepancy resulting in a weight and balance issue.
1737150	Dispatcher reported a lack of personal protection equipment and improper cleaning and sanitizing of the dispatchers' office.
1737116	Air carrier flight crew received a momentary EGPWS terrain warning while turning base on a nighttime visual approach. The flight continued to a safe landing. The crew noted that distraction due to the COVID-19 pandemic, its impact on the company, and family concerns contributed to the event.
1737105	Air carrier Captain reported a Control Tower that was ATC Zero, leading to a disruption in communications.
1737091	Center Controller In Charge reported an unacceptable workload was placed on the facility which resulted in controllers being unable to practice social distancing at the facility.
1737088	TRACON Controller reported problems with overlying Center not complying with LOA and the contingency plan.
1737075	ZZZ Center Controller reported that an adjacent area went ATC Zero, resulting in a complex and difficult traffic situation.

ACN	Synopsis
1737008	Air Carrier Captain reported that concerns about COVID-19 and possible furlough resulted in an unstabilized approach.
1736933	Gate Agent reported computers at this company's terminal need a deep cleaning for employee safety. The only cleaning items currently available are wipes.
1736927	Ramp personnel reported concern regarding unnecessary delays regarding Hazmat (Biologicals/Blood) cargo from Coronavirus Testing. This cargo has a limited risk of spillage.
1736891	Air Carrier Captain reported being unable to obtain hand sanitizers at base and throughout other company locations.
1736809	Reporter stated issues with training during COVID-19 pandemic relating to use of correct mask, gloves, and PPE to protect each other in class from exposure to the virus.
1736477	Ground employee reported the lack of sanitizing agents especially in the clock in/out areas.
1736437	Air Carrier Captain reported the crew made the decision to suspend in-flight service for COVID-19 social distancing reasons contrary to company policy.
1736368	Maintenance Technician reported an aircraft arrived at the facility as a result of a 'Corona issue' and needed deep cleaning. The Maintenance Technician reported that there are no policies in place for this issue.
1736305	Flight Attendants reported concerns about a sick passenger in their flight.
1736278	Dispatcher reported a NOTAM runway closure was overlooked due to the increased workload created by the COVID-19 pandemic.
1736080	Air Carrier Captain reported lining up for the incorrect runway on a set of parallel runways.
1735831	Flight Attendant reported ill passengers on the flight and was concerned regarding lack of COVID-19 testing for the crew.
1735720	Air carrier Captain reported a passenger was suffering from the chills and a runny nose during flight.
1735514	Air carrier First Officer reported not meeting a crossing restriction and cited several distractions which contributed, including problems with call sign and concerns with COVID-19.
1735386	Captain reported two safety ideas to assist with reducing exposure to COVID-19 in the flight deck.
1734918	Dispatcher reported there was concern and confusion regarding an ill passenger due to the lack of defined policy and procedures for situations involving COVID-19.
1734850	Air Carrier Captain reported there were no protective gloves on the aircraft nor available at the station.
1734698	Flight Attendant observed two passengers wearing face masks who were seated by exits and asked them to remove the masks during takeoff and landing in the event they needed be heard while giving commands during an emergency.
1734659	Air Carrier Captain reported the only available means to clean the crew O2 mask was to use SaniWipes, which are reportedly inadequate.
1733973	Flight Attendant reported the aircraft departed with one working lavatory sink which impacted the ability of crew and passengers to wash their hands to help prevent the spread of COVID-19.
1733947	Flight Attendant reported one lavatory sink inoperative and no hand soap available on multiple flights.
1733143	Air carrier pilot gave suggestions to improve passenger safety during the COVID-19 pandemic.
1711682	First Officer reported a passenger illness causing a diversion which then led to the crew not having enough rest to continue flight.

# Report Narratives

ACN: 1845121

## Time / Day

Date : 202110

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

## Person

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 15000

Experience.Flight Crew.Last 90 Days : 120

ASRS Report Number.Accession Number : 1845121

Human Factors : Fatigue

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

It has come to my attention that a great many Pilots and Flight Attendants are operating an aircraft under a climate of increased stress and decreased quality of life due to recent COVID-19 vaccine mandates. Never before, at any time in my career, have I witnessed a more divisive and disruptive workplace issue as is this particular mandate. Civilian Pilots in

the United States are presently operating thousands of aircraft, and managing the well-being of millions of passengers, with what is essentially a proverbial gun held to our heads. The timer is running out. The pressure is increasing every single day. To quote a pilot I spoke with earlier this week, "I'm having difficulty sleeping...anything that wakes me puts my mind into overdrive...the stress is destroying my life." After nearly two years of challenging COVID-19 operations as "Essential Workers," the unvaccinated members of our aviation community are faced with an additional truly unprecedented situation. We must choose between maintaining our livelihood or maintaining what is viewed by many as the most basic of all human rights; medical autonomy, personal control over what gets injected into our bodies. I can assure you that the overwhelming majority of my colleagues, the vaccinated and the unvaccinated alike, are uncomfortable with the coercive nature of this draconian ultimatum. It is my firm belief that the pressure on pilots will inevitably increase as the looming termination deadlines approach. I believe these vaccine mandates already have and will likely continue to narrow the precious safety margin we ALL work so hard to maintain. I would consider it a personal failure on my part if I did not report the critical human factors I have observed out on the line: significant increased stress, confessions of loss of sleep, frustration, anger, feelings of betrayal, mental, and physical fatigue. It all adds up. With the recent introduction of the vaccine mandates, I have watched what was already an unusually challenging COVID-19 operating environment deteriorate rapidly into something far worse. I am extremely concerned. We pilots have persevered, we have overcome the widely-reported increase in passenger disruptions since the introduction of the mask mandates. We've adjusted to the complexities involved with highly dynamic/rerouted flight schedules. We have scrambled to find food sources while previously reliable food options in hotels and airports have become inconsistent at best. We have flown safely despite all this. This past week thousands of "Essential Workers" just like me were issued a cruel ultimatum: get vaccinated or you're fired! As the termination-or-comply clock is ticking, the stress levels and fatigue I've witnessed will only escalate. We've all been told, "We have no viable choice but to comply with the U.S. Government mandate for Employees to be vaccinated." I firmly believe the current COVID-19 vaccine mandate has all the makings of another bad policy which can easily become a contributing factor to an aviation-related mishap. Let's not ignore what's happening here. Many special people in this industry are distraught over having the will of others imposed upon them. This report is filed as an awareness builder for all parties involved, as well as a plea for help from anyone interested in helping us maintain our national aviation system with its enviable safety record. [I recommend] elimination of the forced vaccination policy.

## Synopsis

Air carrier Captain reported that pilots and flight attendants are experiencing stress and reduced quality of life due to the upcoming deadline to either get the COVID-19 vaccination or be terminated from employment. Reportedly, this contributes to reduced margins of safety during flight operations.

ACN: 1845110

## Time / Day

Date : 202110

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reporter Organization : Air Carrier

Function.Flight Crew : Other / Unknown

ASRS Report Number.Accession Number : 1845110

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

My general safety concern is that Company's daily operation has been pushed beyond the airline's actual logistical capacity. I believe that the recent route system expansion was not well thought out logistically, and is now creating an unsafe chain of events that increases the likelihood of a significant aviation mishap. In addition to an already strained route system, I believe that the recent decision to require vaccinations for all employees will only compound (Company)'s already significant personnel shortfall. Many employees will choose to be placed on unpaid leave just before the busy Christmas and New Year Holiday travel season rather than be forced to receive a vaccination that they do not want based on their sincerely held beliefs or cannot take because of personal medical concerns. Meanwhile, these same employees are expected to show up to work between now and (date) and perform as if their livelihoods are not being threatened. I believe that the situation that Company finds itself in today is very similar to the situation that NASA found itself in just prior to the launch of the Challenger in 1986. The chain of decision making errors could have been broken at many points leading up to that ill-fated launch, which I watched live on television. Unfortunately, the poor decision making chain was not broken, and people died as a result. My hope is that Company will learn from history, identify the very real and present threats to our operation, and balance the appropriate barriers against these threats to ensure that Safety of our Customers (both external and internal) comes first. Company must reduce its daily operation to something that is logistically

feasible and can handle the fluctuations that are to be expected in a route system of that size and scope. The Company must plan for the additional reduction in personnel at the beginning of Month as a result of its vaccine requirement and policy. The Company should also explore its options regarding the recent Federal Government mandates for vaccination requirements of companies engaged in federal contracts. Did the Federal Government breach its contracts when it unilaterally changed the terms of said contracts?

## Synopsis

Pilot reported safety concerns related to inadequate staffing that could result if employees take leave in order to not comply with the company's vaccine mandate.



ACN: 1844831

## Time / Day

Date : 202110

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 31140

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1844831

Human Factors : Distraction

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Undershoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

We were cleared to cross ZZZZZ at FL 300. I entered 30,000 into the altitude window and verified LNAV, VNAV and VNAV PATH. I also checked that there was a TOD on the MFD. The aircraft did not descend via the entered criteria and we missed the altitude by 1,140 feet. [I was] distracted by the mandated vaccine that I have to get now. [I need to] pay more attention.

## Synopsis

Air carrier Captain reported an altitude deviation during descent and cited distraction due to the vaccine mandate being a contributing factor.

ACN: 1843945

## Time / Day

Date : 202110

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1843945

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Ground Personnel

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

This is a general concern of safety regarding the (Company) vaccine mandate. After the mandate was announced on (date), I noticed many employees were distracted by the impending decision between their livelihood and a permanent medical decision. On the push back during one flight, a ramp crew member stated their concern. Other crew members stated their concern about this mandate and this could lead to distractions at work, which could in turn lead to unsafe conditions. If employees were given a choice or an option for this mandate, I believe the distractions would be eliminated.

## Synopsis

Ramp employee reported that pushback ramp crew members have expressed concern about being distracted due to the company's vaccine mandate which could lead to unsafe conditions.

ACN: 1843434

## Time / Day

Date : 202109

Local Time Of Day : 1201-1800

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

ASRS Report Number.Accession Number : 1843434

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Flight Attendant

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

As of Date the company has again instituted their [attendance] procedures. This results in Flight Attendants having to jump through major hoops going to a special clinic if they call out sick. If they don't comply, they face termination. This further results in flight attendants who would rather go to work sick with the possibility that they are COVID positive than go through the process defined by the company. I myself along with many other passengers and crew have been exposed to COVID by these flight attendants in the past. I do not feel safe going to work knowing that there is a greater possibility of flight attendants who are going to work sick putting myself at greater risk of being exposed to COVID-19.

## Synopsis

Flight Attendant reported the company attendance procedure could result in flight attendants who are COVID-19 positive reporting for work instead of calling in sick.

ACN: 1841178

## Time / Day

Date : 202109

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : FNL.Airport

State Reference : CO

Relative Position.Distance.Nautical Miles : 3

Altitude.MSL.Single Value : 6000

## Environment

Weather Elements / Visibility.Visibility : 10

Ceiling.Single Value : 12000

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : FNL

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Initial Approach

Route In Use : Visual Approach

Airspace.Class D : FNL

Airspace.Class E : ZDV

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : FNL

Aircraft Operator : Personal

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Initial Climb

Route In Use : Vectors

Airspace.Class C : FNL

Airspace.Class E : ZDV

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 2190

Experience.Flight Crew.Last 90 Days : 45  
Experience.Flight Crew.Type : 2184  
ASRS Report Number.Accession Number : 1841178  
Human Factors : Communication Breakdown  
Human Factors : Time Pressure  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Conflict : NMAC  
Detector.Person : Flight Crew  
Miss Distance.Horizontal : 0  
Miss Distance.Vertical : 300  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : ATC Equipment / Nav Facility / Buildings

## Narrative: 1

I was approaching FNL from the southeast with the intention to land. When 10 miles out and at pattern altitude, I called the temporary Tower to report my position and intentions. I was instructed to report 4 miles out. When 4 miles out, I reported and was instructed to enter the midfield left downwind for Runway 15. I was also informed to look for departing traffic headed to the northwest. Suddenly, my ADS-B traffic alerted me to traffic at same altitude, same position. I saw a low wing aircraft at the top left of my windscreen headed for me. The other pilot dived and passed approximately 300 feet under me and continued seemingly barely missing two water towers seemingly flying between them. It should be noted that the tower at FNL is temporary and has no current access to radar but relies on visual observation from the ground level. Though, radar has been installed, it has not been certified for almost a year now due to FAA imposed Covid restrictions. Seems to me that having radar access would have avoided this situation and not having radar is likely to lead to similar such close calls.

## Synopsis

GA Single Pilot reported an NMAC event with departure traffic while entering landing pattern. The temporary Tower without radar access was a contributing factor.

ACN: 1840165

## Time / Day

Date : 202109

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : STS.Airport

State Reference : CA

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 9

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : STS

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Takeoff / Launch

Airspace.Class D : STS

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 1151

Experience.Flight Crew.Last 90 Days : 14

Experience.Flight Crew.Type : 200

ASRS Report Number.Accession Number : 1840165

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Human-Machine Interface

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Runway  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
Were Passengers Involved In Event : N  
When Detected : Taxi  
Result.General : Flight Cancelled / Delayed  
Result.Flight Crew : Rejected Takeoff  
Result.Flight Crew : Became Reoriented  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I attempted take off from the wrong runway at STS, at a known hot spot (Taxiway Hotel at Runway 20). This is a stupid mistake that "I would never make", nonetheless, even after I made the mistake, I was not convinced that it happened, so much did I believe that I had lined up correctly. (This is one of the reasons for the delay in filing this report; I needed to convince myself that my impression of what happened was incorrect, and to revisit the scene of the crime.) I was in Aircraft X and started out by getting the ATIS. This included the runways in use (landing [Runway] 14, takeoff [Runway] 14 and [Runway] 20, and a caution about ensuring that one is on the correct runway before takeoff). I was aware of this and kept it in mind. With the airport diagram at hand, I got my taxi clearance ([Taxiway] A4, A, North Runup). I taxied along the edge of the ramp, ([Taxiway] Z, parallel to [Taxiway] A) but believed I was already on [Taxiway] A. As I believed I was on [Taxiway] A, I missed the [Taxiway] A4 entrance to the actual taxiway, and continued to [Taxiway] K, where I was surprised the taxiway ended. I stopped to check the diagram and get oriented, and ground control then cleared me via [Taxiway] K, A, North Ramp. I proceeded thus to the North Ramp, and read the signage about calling the Tower to get a runway assignment before taxiing further. I completed my runup, called the Tower, and was cleared "hold short of Runway 20". Taxiway H, right in front of me, led to the edge of Runway 20, and I proceeded to that point and held. I was in the right place. I did all the things. This was the correct runway. I was set. I was then given a clearance for immediate takeoff and advised of traffic on short final. An airplane was taking off at the time, and as I pulled onto the runway to follow, my thoughts were "Man, they're packing them in tightly!" However, at Company they pack them in even closer, and this was not the time to have a discussion over the radio. My choice was accept or reject the clearance, and I had already accepted it and was in position. I did wait briefly until the aircraft in front left the ground, and then applied power to take off behind it, so that I had what I believed to be safe spacing, without dallying and using up the distance behind me that the following traffic would be dealing with. At that point the Tower canceled my takeoff clearance and told me to exit (I don't remember the actual verbiage, but my impression was to exit to the right). I pulled power back and started to the right, but there was no exit to the right. So I went to the left and exited at [Taxiway] A3, and was cleared to the North runup area. I was at this point still unaware that I had been on Runway 14 instead of [Runway] 20, as I was clearly at the correct runway prior to takeoff. I was subsequently given another clearance to hold short of Runway 20, and then a takeoff clearance, and I took off on Runway 20 without further incident. After landing and being told to phone the Tower, I still



did not know what it is that I had done wrong. The illusion that I had turned onto the correct runway was so strong that it was only far later, when I realized that I could only have exited and taxied to the runup area if I was on [Runway] 14 at the time, that I realized that I must have somehow been on [Runway] 14. My post-flight review of the incident included reviewing the airport diagram, and also close-ups of aerial photographs of the [Runway] 14-20 intersection, including the airport markings. Two days later I went on a "taxi tour" of the airport and did a takeoff from [Runway] 20 at Taxiway H with an instructor, to help prevent such an incident in the future. The pilot in command has the sole responsibility for the operation of the aircraft, and this incident was a failure of the pilot in command to operate with the degree of precision needed. Nonetheless, there are contributing factors that could be mitigated to break the error chain in other places, leading to a safer situation for all pilots. I had not flown at a complex airport in a long time (thank you Covid!), so my awareness of the need for extra awareness was not as sharp as it might have been. I should have planned my taxi route before moving, rather than as I proceeded. (This extends to post-landing taxi also.) Although I have operated out of this particular airport in the past, again, it was not recent, and I should have spoken to local pilots about the specifics of the hot spots in question. That said, while I was aware of the issue with wrong-runway departures, the thing I was not aware of was how easy it was to make that error. (More about that later.) At a hot spot where it is necessary to pause and verify the runway heading with the DG while on the runway, issuing an immediate takeoff clearance is asking for trouble. Pause to verify and one runs the risk of collision (or a deal). Fail to pause and verify runs the risk of wrong runway takeoff. And in the case that the relevant traffic that leads to an immediate takeoff clearance is on Runway 14 and not Runway 20, it is technically possible to issue a "position and hold 20" clearance, but this invites not only the error of holding on [Runway] 14 by mistake (as above), but the error of holding in position at the intersection. Of course, that's also a mistake "I would never make", but here we are. People make mistakes; this section is about reducing their probability and impact. That said, a clearance to take off on [Runway] 20 while [Runway] 14 is in use increases the efficiency of runway usage, and if all goes well, doubles the capacity of the airport. So there's a tradeoff there and I am not in a position to second-guess the air traffic controllers' decisions. When turning onto "the runway" from Taxiway H, one makes a left turn. The pilot sits on the left, and the left edge of the taxiway and the left edge of the runway are very powerful alignment indicators. This is especially true for aircraft that sit low to the ground, where the runway ahead is not as evident as it might be for larger aircraft. I am pretty certain that I was using this "left edge" to help me line up on "the runway", since I already knew I was at the correct runway. The stub of [Runway] 20 extends just enough from [Runway] 14 that as an aircraft turns into position, the other runway (and runway edge) comes into view, inducing the pilot to continue turning to line up on "the runway". Three possible mitigations come to mind; airport markings show that one of them is already partly in place. The yellow taxiway line already points straight onto [Runway] 20 without curving, though it once did curve. However, the left edge still curves. If the left edge lines of Taxiway H were also straight, the pilot would be led more strongly straight (and perpendicularly) onto Runway 20, and would be much less tempted to begin the turn onto the Runway (20) while close to the intersection of [Runway] 14. I believe it is the early turning onto the runway that leads pilots to continue too far, both using the left-edge effect I mentioned above, and due to the proximity of the next runway surface. Making the intersection of [Taxiway] H and [Runway] 20 strictly perpendicular may mitigate this risk to a meaningful extent, and is an easy fix. Additionally, the signage on [Taxiway] H at [Runway] 20 indicates only Runway 20. Signage indicating the proximity and angle of [Runway] 14 would go a long way towards reminding the pilot that they are not at "the runway" (decision behind them) but at two runways, and must still be very mindful of picking the correct one (decision ahead of them). This is a slightly more involved solution as it requires constructing a runway sign. But I believe it will also greatly

mitigate the issue. The two suggestions above, in conjunction, may significantly reduce the danger of wrong-runway takeoffs at this point on the airport; perhaps enough that it no longer would be a dangerous hot spot. A third option is to extend Runway 20 to Taxiway A, and eliminate Taxiway H. This will move the entry point to Runway 20 far enough from the intersection with [Runway] 14 that it becomes difficult to accidentally end up on [Runway] 14. This is admittedly quite involved and may be impractical for other reasons. I am not an airport designer; I'm just tossing out my ideas for what value they may have. None of this relieves the pilot in command of the responsibility to operate their aircraft safely. However, there are many links in an accident or incident chain, and these are the links that I can identify which contributed to the issue at hand. Note: "time in type" is approximate and only counts Aircraft X and Aircraft X Variant Ceiling was unlimited.

## Synopsis

Pilot reported confusion during taxi for takeoff and lined up on the wrong runway for departure from STS airport. ATC notified pilot and the pilot taxied to the correct runway.

ACN: 1839448

## Time / Day

Date : 202109

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 645.32

Experience.Flight Crew.Last 90 Days : 52.03

Experience.Flight Crew.Type : 645.32

ASRS Report Number.Accession Number : 1839448

Human Factors : Distraction

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Ground Equipment Issue

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While parking at [the] gate, we repeatedly received a stop obstruction command from the automatic parking system. This instruction precluded the display of our aircraft and flight information, so to verify we had the correct gate, I had to look at the flight info. There I confirmed our flight number, [then received] an administrative message reminding employees to upload their vaccination info by Date. Since the company has told me I will be placed on involuntary unpaid leave with no benefits starting Date 1, this surprising announcement immediately captured my attention. I worked to compartmentalize my thoughts and maintain my focus on aircraft movement and my duties, but it was challenging. We parked, the Captain set the brake, I shutdown the motor and turned off the fasten seatbelt sign, sterile light, and beacon, but then I accidentally deviated from my flow and began cleaning up the flight deck. I neglected to finish my flow until about a minute later. This is a mistake I don't think I have ever made before. I am certain my lack of focus was caused by a reminder that I am about to lose my job that I worked so hard to gain.

## Synopsis

Air carrier First Officer reporter getting a distracting message during taxi into the gate regarding a company requirement to report vaccination status. Reporter stated the distraction caused them to deviate from their flow.

ACN: 1838957

## Time / Day

Date : 202109

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : RCTP.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 9102

Experience.Flight Crew.Last 90 Days : 156

Experience.Flight Crew.Type : 1291

ASRS Report Number.Accession Number : 1838957

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Other / Unknown

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport

Primary Problem : Airport

## Narrative: 1

After our arrival in RCTP, we were taken to the customs window for entry into Taiwan. The RCTP operations message states that on Date, Customs will begin spraying a 75% alcohol mixture on arriving crews. The spray booth was ready to go upon our arrival last night but the bottles were not filled with alcohol, the label clearly stated Chlorine Dioxide. Luckily none of our crew were sprayed, but this needs to be addressed.

## Synopsis

Air carrier First Officer reported RCTP airport customs COVID-19 procedure requires people being sprayed with a 75% alcohol mixture, yet the bottle label reads Chlorine Dioxide.

ACN: 1838144

## Time / Day

Date : 202109

Local Time Of Day : 1801-2400

## Place

Altitude.MSL.Single Value : 37000

## Environment

Flight Conditions : IMC

Weather Elements / Visibility : Thunderstorm

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ1

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ1

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 63

Experience.Flight Crew.Type : 6025

ASRS Report Number.Accession Number : 1838144

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Crew  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was Captain on a flight. Once the flight reached cruise altitude I received a call from the [A Flight Attendant] that discussed with me he had a passenger with mask compliance issue and that he had spoken to the passenger several times. He also had the other crew members check on the passenger who was with a teenage child. I asked him to try again, and issue information for noncompliance if needed. Later he called me and said he had attempted to give the information to the passenger who refused it, and also refused to wear the mask. He had asked the teenager to also wear the mask, but the parent had snapped at him and said it was a child and leave them alone. The teenager was acting as if asleep, but not wearing a mask either. I took note of the names, and contacted dispatch. The dispatcher let the Customer Service (CS) know the details and we were told they would meet the flight. As the flight continued, this became more of a distraction as many other passengers were visibly upset about the passenger not wearing a mask, and several stated that it compromised their safety. Several people wanted to be moved as it wasn't a full flight, however the passenger causing the problem was in a premium seat. When we took a bathroom break, passengers approached my First Officer about the issue even though it isn't allowed for passengers to come up front when the cart is out protecting the cockpit. I noted the passenger's name, and personally made a few announcements regarding mask usage in airports and on aircraft along with my normal announcements. When we arrived at ZZZ a CS agent met the passengers. I debriefed this CS agent as I departed who said the passenger also wouldn't take any info from him, and was not cooperative. He stated he would send the names and info to security and that the couple would likely be banned from travel on our airline. I do hope this is followed through on because it was a distraction and I would say to the point of a safety problem as it distracted all of the crew in critical flight duties.

## Synopsis

Captain reported passengers refused to obey the face mask policy in flight, which was a safety concern because of the distraction created during critical phases of flight.

ACN: 1838059

## Time / Day

Date : 202108

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : A321

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class C : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

ASRS Report Number.Accession Number : 1838059

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

Human Factors : Training / Qualification

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Anomaly.Inflight Event / Encounter : CFTT / CFIT

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Software and Automation

Primary Problem : Human Factors

Narrative: 1



We were descending on the [arrival] from the northeast for an approach to [Runway] XXR in VMC. We had briefed the extensive military training and the towers in the airport area. We were on a vector of approx 260 and were cleared for the visual. I selected 2800 ft. in the FCU (Flight Control Unit) altimeter (the FAF/ALAMO altitude), and we began to descend and start the big left hand turn (120+ degrees) to final. The runway was actually behind the Captain's head and while I was looking outside and dialing in intercept headings, I noticed we were below 2800 ft. I remarked that 2200 ft. was in the altimeter, but I didn't know why. (In hindsight, I must have bumped or spun the dial as I reached up to make heading adjustments). About this time we received a GPWS obstacle alert for the tower we had briefed and was in sight. By the time we climbed back up to 2800 ft. we were high (ILS NOTAM'ed OTS) and I couldn't see [the] runway in the climb and then was slow to get speed back. We finished configuring, ran the checklist and briefed a go around if not stable by 500 ft. [Cause includes] Lack of recency of experience -- I sat for a year before Airbus training after the [other make/model] was grounded. I was on that aircraft [for about a year], but flew 2/3 to 3/4 as the [relief pilot]. Prior to that, I was out on a 4 yr leave (not flying). Lack of time in Airbus - [this month] was my third full month of being qualified on the aircraft. Not yet comfortable with [the] concept of "flying the FCU" on visual approaches. There is no way to 'chair fly' the approaches in an Airbus. I don't enjoy this feeling. I've looked for a simple computer simulation program for the FCU, FMA, PFD and ND that I could purchase so I could chair fly some of these situations and see what happens as different modes of speed, alt, and nav are selected, but have not found one yet.

## Synopsis

A321 First Officer reported descending below minimum altitude on approach and receiving a GPWS obstacle alert. Reporter stated lack of recent experience and practice using the various navigation equipment contributed to the event.

ACN: 1837600

## Time / Day

Date : 202109

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Flight Phase : Climb

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 9475.43

Experience.Flight Crew.Last 90 Days : 92.03

Experience.Flight Crew.Type : 5083.83

ASRS Report Number.Accession Number : 1837600

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Taxi

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Due to numerous emails from management regarding vaccination requirements and issues regarding reasonable accommodation I became distracted. During before takeoff checklist, I failed to notice our final weights had not been sent and used the weight on our T/O performance data. We finally received our weights after takeoff. This caused another distraction that resulted in a missed ATC traffic call and vectors from ATC.

## Synopsis

Air carrier First Officer reported failing to notice the final weights had not been sent and inadvertently used old data. The reporter stated they were distracted by company communications regarding vaccination requirements.

ACN: 1836981

## Time / Day

Date : 202109

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 2000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Embraer Jet Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Initial Climb

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 1

Airspace.Class E : ZZZ

## Person

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 5

ASRS Report Number.Accession Number : 1836981

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : CFTT / CFIT

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Took Evasive Action

Result.Air Traffic Control : Issued Advisory / Alert  
Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was asked to train a CPC-IT with over a decade of radar experience and with over half of the allocated hours allowed for the position at hand. Traffic was light and I kept getting distracted by the Data position near the radar scope. I had to stand further away than I usually would because of the constant traffic in and out of the data position, noise from the load speaker, and trying to have some social distancing for COVID. I have made many complaints about the data position being a complete distraction and today it most certainly was a contributing factor to a NMAC. Aircraft X departed ZZZ and the tower put the aircraft on a 250 heading. The aircraft never checked in and I scrambled to call the tower so they could climb and switch the aircraft before it crossed directly over the obstruction depicted on the video map and below the MVA (Minimum Vectoring Altitude). While this was going on, there were 2 other aircraft on frequency that were becoming a conflict. Once I realized that the trainee was not doing any of the instructions me or the supervisor was giving, I took over the frequency to prevent a loss of separation. Unfortunately, in my scramble to coordinate with all the appropriate sectors and facilities that Aircraft X was seconds from violating, I missed a readback from Aircraft X and they took another aircraft's instruction. I did not notice Aircraft X turning northeast bound immediately because of the coordination at hand and Aircraft X turned right at Aircraft Y that was VFR on frequency. I instructed Aircraft X to turn left and climb, but Aircraft X was already too far in the turn and I continued the right turn back to the east. I however did expect Aircraft X to climb in a timely manner in which they did not. This in turn created a dangerous situation that forced Aircraft Y to turn to the north to avoid the traffic. Although traffic was issued to Aircraft X, I did not see how close the aircraft actually got from the distance I was forced to be from the scope and my coordination efforts that needed to be done. I believe this event happened from combination of multiple events and some expectation bias. The Data position being a major distraction, COVID social distancing, ZZZ tower procedures allowing an aircraft to depart on a heading at an obstruction and maintaining an altitude below the MVA, Aircraft X not checking in, training on the position, expecting the CPC-IT to not freeze up, Aircraft X not climbing in the timely manner that I assumed they would have, and most importantly, I take responsibility and will definitely lose sleep over the fact that in my scramble, I missed the read back that ended up putting 2 planes in a dangerous situation. My recommendations to hopefully minimize any such event from occurring again would be to: MOVE THE DATA POSITION! Change the departure pie for ZZZ departures off Runway XX.

## Synopsis

TRACON Controller reported an airborne conflict and possible descent below minimum altitude occurred when the controller became distracted with the data position, social distancing requirements and supervising a trainee.

ACN: 1833778

## Time / Day

Date : 202108

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Climb

Flight Phase : Cruise

Flight Phase : Descent

Route In Use : Direct

Airspace.Class C : ZZZ

## Component : 1

Aircraft Component : Altimeter

Aircraft Reference : X

Problem : Malfunctioning

## Component : 2

Aircraft Component : Pitot-Static System

Aircraft Reference : X

Problem : Malfunctioning

Problem : Failed

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1833778

Human Factors : Distraction

Human Factors : Other / Unknown

Human Factors : Situational Awareness  
Human Factors : Troubleshooting  
Human Factors : Workload  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Maintenance

## Person : 2

Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Fuel Issue  
Detector.Automation : Aircraft Other Automation  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : FLC complied w / Automation / Advisory  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Primary Problem : Aircraft

## Narrative: 1

While climbing out of ZZZ1 enroute to ZZZ I noticed that in RVSM we were close to having a 200 ft. discrepancy between mine and the FO's (First Officer) altimeter. We didn't go beyond 200 ft. difference and never got an ALT miscompare message. At cruise (FL350) the difference was roughly 130 ft. During descent in to ZZZ, I don't know when exactly it showed up, but I noticed at roughly FL330 during the descent we had a ALT message flashing on my altimeter. I thought maybe the BARO knob on my side or the FO side got bumped. I checked and saw that all three altimeters were showing STD. Then the message went away only to show up 100-200 ft. later. I looked at the altitudes and saw that we were either 200 or greater but not more than 220 ft. off. But then the next 100-200 ft. we were 200 ft. or less on the miscompare and the ALT message went away only for in the next 100-200 ft. for the ALT message to return and the discrepancy being 200 ft. or greater. It back and forth intermittently until roughly FL290, possibly lower, I do not recall when exactly the issue stopped. I sent an ACARS message to Dispatch to inform them and so that they could inform maintenance so that the issue could start getting worked on when we got to the gate. I also informed ZZZ Operations on the in range call what was going on and that we would need maintenance. I was looking through the QRH to see if there was a checklist for it just in case even though I was pretty sure there wasn't one.

This being the first time that this has occurred to me, I unfortunately did not think to reference the standby altimeter to try to help isolate where the fault may lie, as the issue went away while I was diligently looking for a checklist and the issue was intermittent. Also because it was intermittent and went away on its own I also did not think to inform ATC since we were already in the process of exiting RVSM. No other messages on any display unit, including the EICAS, showed while this was happening nor throughout the remainder of the flight. We landed in ZZZ without incident. I should have known that there wasn't a checklist for this issue and I need to read back up on alt miscompare procedures and how it affects RVSM and what to do. I should have informed ATC and I should have referenced the standby altimeter to help isolate the problem. Otherwise I think we did everything else correctly. After working with Maintenance in ZZZ it turns out the number 4 probe had failed even though we didn't get any messages other than the ALT message on the altimeters. Maintenance said that there when they initially went through their task that there wasn't any active or logged faults with the system and that they had to do another task to isolate where the problem was, in this case the faulty probe.

## Narrative: 2

In ZZZ, during descent we had an ALT disagree message during descent. Upon arrival into ZZZ we had everyone deplane, had maintenance come on and do some checks. They were able to isolate the issue and ascertained it was going to be a lengthy delay. We got word that our new departure time was going to be XE:00 so we got a day room. We got back to the airport at XD:15 for the re-report time. Upon arriving at the aircraft I was informed that there was still work to do but that they just needed to tape a cover back onto the plane for one of the pitot tubes. After that they still needed to do some testing and that it would be about 30 more minutes. So, we went to the crew room to wait for the work to be done. I went back out several times to get updates and each time the return to service kept getting pushed back. Finally, once it became a return to service time of XG:00 I realized that we were going to be within an hour of our FDP (Flight Duty Period) time out in ZZZ1. So, I called scheduling and got a wheels up time of XG:55 before the pilots timed out and due to contractual issues that the main cabin door needed to be closed at XG:34. I was told that Maintenance would call ZZZ Operations who would then call me in the crew room when Maintenance was done in the flight deck and that we could go to the plane, preflight, board, and wait for the maintenance log to come back so we could hopefully get out in time. The call did not come in until roughly XG:10. We went out to the aircraft, I told the flight to not rush the preflight. I told them to take their time, not to slow down so that we didn't hit our times, but so that something wouldn't be missed, prevent mistakes, keep us legal and not on the wrong side of SOPs and Regs. We were able to accomplish our preflight in a timely matter, board in a timely matter, and we were able to get the MCD closed at XG:32. The AML (Aircraft Maintenance Logbook) hadn't returned yet so I figured let's get the door closed so that we hit the Flight Attendant contract time and that hopefully the AML would arrive soon and could be handed to us through the flight deck window. I called Dispatch to make sure we were on the correct revision since we had a hard time getting our IFR clearance. I verified all the fuel and time values along with the correct revision. A few minutes after that a Ramp crew member came to the flight deck informing us that the fuel truck had arrived. There was apparently some confusion about fuel. I initially dismissed the fuel truck only to decide that I should make sure that wasn't any last second changes. So, I called Dispatch to re-verify our fuel numbers. There wasn't any changes and I moved on to the next step. Some time after this the AML arrived around XE:40-XE:45. After the cabin secured and we started our air start checklists due to the APU being INOP. At this point I knew that our timeline most likely wouldn't work but that it would close and that we needed to give our best effort. Right as we got to the part in the checklist to apply air to the aircraft for the air start, the FAs (Flight Attendants) called and informed us that a passenger had gotten up to use the lavatory. I told them to



let me know when they had returned and were seated. I told the ground crew to apply air but that we were going to wait for the passenger to come out of the lavatory since the cabin was no longer secured. I do not know if this was the right call but I thought that it was the best call in regards to safety. After a minute or two we got a call from the FAs that there was a possible passenger removal situation going on. I asked what was going on and they informed me that the passenger was being non-compliant with the face mask and was being non-cooperative and nasty in the process. Knowing that we as a whole crew were feeling stressed, tired, and unhappy about all the delays I made sure to ask had we been on time, no maintenance, still XA:30, would this situation rise to the passenger being removed. They talked about for a few seconds and agreed that it wasn't. I then instructed them that since he was still being non-compliant, go back one more time and see if we can get him compliant and in line or that we would then look into removal and top report back. After a minute or two I was called back and the FAs informed that the passenger was apologetic and now being compliant and we were good to go. At this point, with the cabin re-secured, I turned back to do the air start. I glanced at the clock to check our time and it was XG:51. At this point I knew that there was no possible way to get the air start, taxi, second engine start, and wheels up at XG:55. I conferred with the FO (First Officer) if he was in agreement and if he was willing to do an extension. He gave valid reason for not doing an extension and agreed with me that there was no possible way that we could get wheels up by XG:55. The reason I asked him was just to get a second opinion and he reaffirmed everything that was already thinking. I had already decided once I saw it was XG:51 that we were done, that there was no point in starting the engines, wasting fuel, taxiing out and turning back. The most efficient and economical path was to admit defeat on there being no possible way to make it off by XG:55 for FDP limit reasons and throw in the towel. We had been fighting a losing battle, we did everything we could to safely get the plane going in time and we just had too many issues pop to delay us going out. I then informed the ramp that we had timed out and to pull the ramp back to the plane and that I would inform the Flight Attendants to do arrival procedures and that we were going to deplane. The FO and did after landing and parking flows and checklists. I then exited the flight deck to tell Flight Attendant A that we were done and to do arrival procedures and that I would inform the passengers. I wanted to be out in the cabin for the announcement to not only own the decision but to not leave our Flight Attendants hanging to deal with potentially irate passengers. I made the PA informing them what was going on, the regulations on duty limits, that we tried our best but unfortunately had timed out and that we need to deplane, that they would be taken care of inside the terminal and apologized profusely for the situation. The passengers got off, mostly understanding, some were understandably irritated, but left without incident. I called crew scheduling to let them know and it sounded like word had gotten around already. We waited with the plane until a hotel was assigned. We then shut down the aircraft, secured it, turned it over to the ramp crew, and left the airport. It was a comedy of setbacks. It was just one thing after another. If it wasn't for the passenger, or the maintenance, or the air start due to the APU being broken, take any one or two items out of the equation and we most likely would have made it. It was a losing battle from the get go, we just didn't know it until the time came where there was no possible way to get out in time. I believe we did everything safely, timely, accurately, with safety and service in mind. At no time did myself, the FO, or FAs intentionally slow down the operation for the goal of timing out. The times we slowdown was to make sure things were done safely and correctly, to catch our breaths, and move on the next step to be completed, all with safety in mind. I do not know what else we could have done. We were ready and on time until the passenger, air start, AML delay, fuel confusion came about. It just wasn't our day. That being said, in order to help speed up AML paperwork we should seriously look into getting electronic AMLs and maintenance. This has a huge potential to cut down the time it takes to get paperwork done. Plus, since we would have access to the AML on our iPads and that the AML lives in

the cloud that anyone in the operation can access, we wouldn't have to wait for the AML to come back to the aircraft. Just like in [program] we would get an alert that the AML is finished, review the changes, sign off on the review, and be on our way in a significantly shorter time. In addition to that, ZZZ is not only a base but also a place where maintenance takes place. There shouldn't be an excuse to not have parts and/or the tools necessary to get jobs done. We shouldn't be having to rely on parts and tools being flown in and we definitely shouldn't be relying on borrowing tools from [other airline] like our maintenance had to do today. I understand that it would be expensive to do all of that but is it more expensive than what we just paid for crew to stay in ZZZ in a more expensive hotel, giving 500-dollar voucher to the passenger in addition to getting them hotel rooms and food vouchers? More expensive than the domino effect that just occurred down the line. Vouchers and hotels were given to those passengers in ZZZ1 no doubt. It's more expensive to not give our Mechanics the resources to do their jobs in a timely fashion than it is to try to save money on parts and tools. Also, across all [aircraft type], things are failing at, to me, an alarming rate. Be it in the cabin or on the flight deck, these planes are not that old and should not be having things break this much, this fast. We need to stop kicking the can down the road and actually fix things rather than defer and hope for the best. Also, we need to figure out why things are breaking so much so often so soon. This is getting embarrassing and the 3rd major delay, break, cancellation in the past week for me and in talking with other crews and ramp crews, I'm not the only one experiencing these issues. We clearly have systemic issue that we are either unable or unwilling to address and sooner than later it is going to bite us real hard and cause a serious incident or accident.

## Synopsis

Air Carrier Captain reported a delay followed by a cancelled flight due to a discrepancy between the Captain's and First Officer's altimeters on a previous flight which lead to maintenance action.

ACN: 1832870

## Time / Day

Date : 202108

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

Experience.Flight Attendant.Total : 20

Experience.Flight Attendant.Airline Total : 13

ASRS Report Number.Accession Number : 1832870

Human Factors : Physiological - Other

Human Factors : Fatigue

## Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

It was a very early show time XA: 30. Once we landed in ZZZ, we had over 2.5 hr wait time for next flight. We had experienced a maintenance issue on the first aircraft after we had already boarded passengers. We had to deplane. Do plane swap, board and taxi out for departure. Just before takeoff another issue with the second aircraft. Return to gate, wait for maintenance decision and deplane. Waiting for another aircraft, that's a third one.

Waited in open hot air at the gate area for next crew. Felt nauseous and lightheaded. Impossible to continue. We had been dealing with extreme heat, upset passengers and stress due to maintenance issues. I have long haul COVID symptoms. Get tired faster than before. Coming back to full health is taking time. All together had put me in the mental and physical condition of being unable to continue my work duties at 100%.

## Synopsis

Flight Attendant reported fatigue and being unable to perform duties due to multiple return to gate incidents and plane swaps.

ACN: 1832401

## Time / Day

Date : 202108

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

## Component

Aircraft Component : Coalescer Bag

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1832401

Human Factors : Troubleshooting

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

## Narrative: 1

On climbout, smelled musty smell. Was concerned how my mask hindered my ability to smell and clearly communicate with my coworker.

## Synopsis

B737-800 Flight Attendant reported a fumes event described as a musty odor during initial climbout. Reporter stated face masks hindered the crew communication and ability to smell.

ACN: 1832269

## Time / Day

Date : 202108

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 1046

Experience.Flight Crew.Last 90 Days : 70.59

Experience.Flight Crew.Type : 70.59

ASRS Report Number.Accession Number : 1832269

Human Factors : Distraction

Human Factors : Fatigue

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I have not taken the COVID vaccine. Because of this, I expect to lose my job in XX days or less. I flew a scheduled trip, ZZZ to ZZZZ, on Date 1 and returned Date 2. I am new to the [aircraft type] fleet and have XX total hours on type with XY hours towards my hours required for consolidation. In training, I was taught the importance of discussing threats before a trip with the other pilots. My dilemma was deciding whether to tell the other pilots that I am distracted because of my upcoming termination or not to tell them. I decided not to tell them because, having never met them before, I was concerned that this information might be perceived by them as anything from a minor annoyance with me to a possible outrage. Prior to both flights, I addressed all my concerns and considered myself fit for duty. Although I just recently completed training on the [aircraft type], I am proficient in my skills. I was convinced that should any non-normal situation occur I would be competent and able to properly perform my duties. What I did not expect to encounter was the anxiety and inner conflict I experienced once airborne. After the flight, I was unable to go to dinner with the other pilots on the overnight because I do not have a vaccine card which is required in Country. I felt uneasy about giving a vague reason for declining the invitation because I was uncertain about revealing the truth about my vaccination status. While in ZZZZ, I thought about the inner-conflict that I am experiencing, anxiety about losing my job, and concern over possible discrimination by other pilots and/or cabin crew members should they become aware of my vaccination status. I was pilot flying on the return leg to ZZZ and I found it more difficult to concentrate on simple tasks especially since I am new to the aircraft. I was also unable to sleep during my rest break and unable to eat very much due to the heightened anxiety I was experiencing. My landing at ZZZ airport was not as good as I had hoped. The inner tension was compounded by my uncertainty as to whether I should have confessed my vaccination status to the other pilots and what would happen to me if I made a mistake and they found out later that I did not tell them. The unexpected level of anxiety never reached a point that I would consider dangerous, but the possibility of increased errors was apparent to me. The conflict that I experienced because I did not reveal my vaccination status at the onset of the trip was an unnecessary distraction imposed on me by the company. In addition, I did not want to introduce an issue to the other pilots that could cause a hostile work environment. At the end of the flight, at the gate in ZZZ, I told the other pilots that I was unvaccinated and would be losing my job soon. I could sense their concern and as they are both true professionals, they seemed empathetic with my plight. I have not yet determined the best way to deal with my predicament and since there is no guidance from my union or the company, I will probably conceal my vaccination status on my next trip. I would hope that there would not be any hostility directed towards me if I revealed my status at the beginning of my next trip, but considering the contentiousness of the situation I am unsure. I believe that my training and prior experience make it easier for me to deal with these types of distractions than others. I am very concerned for those who may be unable to effectively manage their personal problems caused by the vaccine mandate. I believe that the company's vaccine mandate has created a potentially dangerous work environment that could impact safe operations. The divisiveness caused by the vaccine issue, the unknown side effects for those already vaccinated and the prospect of impending job terminations have culminated and become, in my opinion, an inherent risk to aviation safety.

## Synopsis



Air carrier First Officer reported experiencing stress and anxiety resulting from working while being unvaccinated and the company requiring employees to be vaccinated.

ACN: 1832225

## Time / Day

Date : 202108

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 43000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : IFR

Flight Phase : Descent

Route In Use : Direct

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : IFR

Flight Phase : Cruise

Route In Use : Direct

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 31

Experience.Air Traffic Control.Time Certified In Pos 1 (mon) : 0

ASRS Report Number.Accession Number : 1832225

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Human-Machine Interface

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Detector.Automation : Air Traffic Control

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

### Narrative: 1

I was relieving another controller. He was getting off position to take the CIC position. I listen to him brief. I turned up the overhead lights. Before I sat down, two aircraft were flashing. I sat down. Turned one 40 degrees right and the other 30 degrees left. My recommendations are, even though COVID is a factor of why I was distant from the sector to give both controllers room and space, I will have to get closer to see the scope to see what is going on.

### Synopsis

ATC Controller reported during a position change with another controller, two aircraft entered into an airborne conflict situation. The conflict was not immediately noticed because the ATC personnel were social distancing.

ACN: 1828650

## Time / Day

Date : 202107

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : A321

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Maintenance Status.Maintenance Deferred : N

Maintenance Status.Records Complete : N

Maintenance Status.Released For Service : Y

Maintenance Status.Required / Correct Doc On Board : Y

Maintenance Status.Maintenance Type : Scheduled Maintenance

Maintenance Status.Maintenance Items Involved : Work Cards

Maintenance Status.Maintenance Items Involved : Inspection

Maintenance Status.Maintenance Items Involved : Testing

## Component : 1

Aircraft Component : Fuel System

Aircraft Reference : X

Problem : Improperly Operated

## Component : 2

Aircraft Component : Turbine Engine Thrust Reverser

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1828650  
Human Factors : Workload  
Human Factors : Troubleshooting  
Human Factors : Time Pressure

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Ground Event / Encounter : Fuel Issue  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : Pre-flight  
Result.General : Maintenance Action  
Result.Flight Crew : Returned To Gate

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Logbook Entry  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

This report is submitted due to concerns regarding return-to-service preparation of our long-term stored aircraft. This aircraft had a number of issues which precluded an on-time departure and caused us to question the true airworthiness of the aircraft. Specifically, the aircraft had massively incorrect fuel loading, such that it required ~4+ hours to move fuel to the appropriate, legal-for-flight, locations. Second, upon the first engine start, we were surprised to see to ECAM Caution messages for "ENG 1 (and ENG 2) REV INHIBITED." Thrust reverser operation was, indeed, inhibited, so we encountered another half hour+ delay while computer settings were changed to allow thrust reverser operation. (Maintenance Control advised that these messages were likely the result of a release-from-storage checklist item being left undone/missed.) Our total delay ended up being five hours as our Dispatcher and us concurred that additional fuel was required for our flight to ZZZ due to incoming weather, which added another 20 or 30 minutes to the delays. Our concern is that the number of time consuming and potentially unsafe items we encountered in successfully launching our aircraft suggest that either the team at ZZZ1 was rushed to accomplish these tasks, and/or given insufficient time or staff to complete them. Another possibility is that the appropriate training and task cards were not been provided? Regardless of the causes, with so many aircraft coming back into service, it behooves us to look into the events of this return-to-service flight so as to preclude them from occurring again, thus enhancing flight safety. Simply suggesting an investigation or evaluation of what transpired in this return-to-service flight so as prevent compromised flight operations going forward.

## Synopsis

Captain reported long delay due to fuel imbalance and thrust reversers inhibited caused by human factors during return to service from long term storage.

ACN: 1828418

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ORD.Airport

State Reference : IL

Altitude.AGL.Single Value : 0

## Environment

Weather Elements / Visibility.Other

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ORD

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ORD

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Aircraft : 3

Reference : Z

ATC / Advisory.Tower : ORD

Aircraft Operator : Air Carrier

Make Model Name : Widebody Transport

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Takeoff / Launch

Airspace.Class B : ORD

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1828418  
Human Factors : Troubleshooting  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Ground Conflict, Critical  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Runway  
Detector.Automation : Air Traffic Control  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Ambiguous

## Narrative: 1

ATC direct failure to advise hold short of Runway 9C in the initial clearance. After the switch from Ground to another Tower frequency no instruction was given to hold short 9C. We were given clearance to taxi M1, M, right onto Runway 22R hold short of E. Aircraft Y was ahead of us given the same clearance hold short E monitor Tower 132.70. The Aircraft Y encroached Runway 9C as Aircraft Z was on its takeoff roll on 9C. ATC Controller yelled Aircraft Y stop! Immediately after Aircraft Z cancel takeoff clearance STOP! The Aircraft Z appeared from behind the hangars with the nose wheel off the ground in a slight right bank as the Controller said 'Do you see that plane'? Aircraft Y was given a number to contact the Tower. There are no "wig wags" installed at any intersections along this runway. There are no stop bars installed. There are multiple obstructions to visibility. Taxiing into the sun is a factor. Runway markings and signage is unacceptable for the size and scope of the runway, and it's intended use. New construction all around the airport with pilots returning to work from furlough, and layoffs or leave of absence. Trust bias that ATC is correct in the instructions given. Attempting to move aircraft with expedience rather than a structured taxi route. No designation of any "hot spots " on aeronautical



charts. Cease and desist using Runway 22R as a taxiway! The use of this Runway as a taxiway is the inevitable set up for a mass casualty accident!

## Synopsis

Air Carrier Captain reported observing a critical ground conflict at ORD airport when Runway 22R was being used as a taxiway.

ACN: 1827915

## Time / Day

Date : 202107

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-700

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1827915

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

Getting a lot more non-compliance of mask wearing. I am sure it is due to CDC uncertainty and vaccinations. We (the flight crews) need clear procedures on how to move forward with the new Delta Variant, vaccines, and the federal mask mandate. Every flight is a struggle.

## Synopsis

Flight Attendant reported an increase in mask non-compliance during flight operations and requested additional guidance.

ACN: 1827469

## Time / Day

Date : 202107

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 5000

## Environment

Flight Conditions : VMC

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Fractional

Make Model Name : Medium Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ1

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 1

## Person

Location Of Person.Aircraft : X

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 9

ASRS Report Number.Accession Number : 1827469

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Confusion

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Automation : Aircraft RA  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : FLC complied w / Automation / Advisory  
Result.Flight Crew : Took Evasive Action  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was working two sectors combined during a west flow. We were ILS XXR and visuals to Runway XY. I was trying to lay off of Runway XY because I just didn't have time to vector and hit the ghosts. I am already busy vectoring for space to [Runway] XXR and I had a couple that I was taking to Runway XY. Aircraft X popped up from ZZZ and I just didn't have a good way to take them to Runway XXR. I decided to assign them Runway XY. All my arrivals to XXR are already descended to 6,000 feet. Aircraft X came to me at 6,000 feet and I needed to get them under my ZZZ1 arrivals. I then descended Aircraft X to 5,000 feet and didn't see the traffic in front of them who ZZZ1 was working. By the time I noticed it Aircraft X was already responding to an RA. After coming off of a COVID-19 reduced staffing schedule a lot of ATIS are a little rusty in the radar room. I think that sectors should have been split.

## Synopsis

TRACON Controller working busy combined arrival sectors descended an aircraft from 6,000 feet to 5,000 feet which caused a conflict with another aircraft.

ACN: 1824040

## Time / Day

Date : 202107

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737 Next Generation Undifferentiated

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Flight Phase : Landing

Route In Use : Vectors

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 161995

Experience.Flight Crew.Last 90 Days : 14

Experience.Flight Crew.Type : 616

ASRS Report Number.Accession Number : 1824040

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Fuel Issue

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected : Aircraft In Service At Gate  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

We took off out of ZZZ to ZZZ1 for a night ETOPS flight. Everything was normal. Although the crew was current, all hadn't flown much in the past XX months due to COVID. We briefed this fact and were aware that we would all have to be on our toes due to the fact that our flying skills were rusty. The flight was normal. We operated the flight very close to the flight plan. After a normal approach and smooth landing, we taxied to the gate. After shutting down the engines and performing the Parking Checklist, we were surprised to see an overweight landing message being printed. We had landed approximately 700 pounds overweight. We sent the appropriate overweight landing code and I called local maintenance to report the issue.

## Synopsis

Air carrier Captain reported an overweight landing at destination airport caused by failure to monitor fuel burn during flight. Captain cited rusty pilot skills caused by COVID inactivity as a contributing factor.

ACN: 1823508

## Time / Day

Date : 202107

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 900 (CRJ900)

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

## Component

Aircraft Component : APU

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1823508

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events



Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Ground Event / Encounter : Ground Equipment Issue  
Anomaly.Ground Event / Encounter : Fuel Issue  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : Aircraft In Service At Gate  
Result.General : Flight Cancelled / Delayed  
Result.Flight Crew : Became Reoriented  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Procedure

## Narrative: 1

We had coordinated on a ZZZ to ZZZ1 out and back for extra gas so we wouldn't have to shut down the engine at ZZZ1. We had a quick turn and the APU was INOP. After taxiing into the gate without incident, we shut down the left engine and left the right engine running. I got our new release and it said we needed 7.8k gate/6.1k min fuel. We had 6.8k on board and Dispatch gave us a ton extra for holding. I called Dispatch and asked just to take the fuel we had on board and they agreed and sent us a new fuel plan via ACARs. Simultaneously, I had the First Officer go out and tell the ramp we didn't want fuel or external power. He came back and said in informed the Ramp Supervisor. AC power was not applied to the aircraft. We deboarded and boarded without incident. Then about 20 minutes after getting into the gate, while briefing the takeoff, I noticed the AUTO XFLOW INHIBIT message and saw we were taking on fuel. It was less than 300lbs at that time. I immediately jumped up and opened the galley door and shouted to the fueller to stop because the Right engine was running. It took him approximately a minute to understand what I was saying and he stopped fueling. We took on about 1000 lbs total. I contacted the ramp and he said that they were Other Company and not under his direct control. I informed him I would write up the incident. Rest of the flight was without incident. Have a notice to the pilots and to stations directed specifically at the rammers and fuelers that aircraft cannot Hot refuel. This seems to be more of we're finally busy and COVID is over so we're rusty and rushed. I had a second incident at ZZZ on the return flight. We arrived at the gate at ZZZ without incident. I shut down the left engine while leaving the right one running since we had no APU. The ground crew had trouble hooking up power and before I shut down the second engine, I saw the AUTO XFLOW INHIBIT status message. I had the First Officer immediately head to the galley door to have ramp stop fueling which was just starting. I was mostly deplaned and power was coming up so I killed the engine. The First Officer got the fueller to stop and we took on less than 100 lbs. I discussed with ramp personal reminding them not to start fueling until the engines are shut down. Nothing further of noted happened after that. Unrelated, but distracting, update the APU start checklist and remove all items that are duplicates and will be handled under another checklist (told data, doors, trim, fuel check value test, etc.).

## Synopsis

CRJ-900 Captain reported that during arrival with an inoperative APU, the fueler hooked up and began his upload prior to the engine being shut down or gate power applied, causing the Captain to secure the engine and order the fueler to discontinue fueling. He further stated that COVID had impacted the currency of training and compliance with procedures.

ACN: 1823021

## Time / Day

Date : 202107

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 900 (CRJ900)

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1823021

Human Factors : Other / Unknown

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passengers in XX3/4 repeatedly removed their mask during flight. Male passenger in XX3 removed his mask twice during the flight and had to be told to put it back on. He also removed it during deplaning. I had to make an announcement and he also put it back on. Passenger in XX4 removed his mask 3 times during the flight. When I first noticed his mask off I asked him to pull it backup and he did. (Gaiter style mask). During takeoff while I was in my jumpseat he removed his mask again. I decided to wait until the chime to ask him to pull it up again. However, it appeared the passenger behind him had asked him to pull his mask back up and he was starting to argue. (I was unable to hear the actual conversation.) In order to prevent conflict/escalation I got up and told him he needed to put his mask back on. He did. After service, (he did not eat or drink) during trash pick up - I noticed he had his mask under his nose. When he saw me looking at him he pretended to be asleep. I called the pilots and told them I need to issue a notice to the passenger and told them what seat. I went back and handed him the notice and he pulled

his mask back up when I "woke" him. I came back a few minutes later to make sure he was still complying and retrieve the card. He looked shock and made gestures asking me why I had given it to him. I told him that he needed to keep his mask on. He sarcastically pulled it up to his eyes and asked if that was OK. I said yes, took the card and left. There was no additional interaction for the rest of the flight. The Captain called and asked if the issue was resolved and we told him yes.

## Synopsis

Air carrier Flight Attendant reported passenger misconduct related to COVID-19 mask requirements.

ACN: 1822478

## Time / Day

Date : 202107

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 900 (CRJ900)

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Route In Use : None

Airspace.Class E : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location Of Person.Facility : ZZZ.TWR

Reporter Organization : Government

Function.Air Traffic Control : Ground

Function.Air Traffic Control : Flight Data / Clearance Delivery

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1

ASRS Report Number.Accession Number : 1822478

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 130

ASRS Report Number.Accession Number : 1822672

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 3

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Last 90 Days : 187  
ASRS Report Number.Accession Number : 1822674  
Human Factors : Workload  
Human Factors : Time Pressure  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

I was on Ground Control and Clearance Delivery, I read clearances as normal and coordinated flow times. The facility both Tower and Radar were evacuated and went to ATC Zero for COVID-19 Cleaning. I instructed all IFR aircraft on frequency to contact ARTCC for IFR services and broadcast it on the ATIS frequency. I did not specifically tell the IFR aircraft that had already been read clearances while the airport was controlled to hold for release. After the facility had been evacuated and the airport deemed uncontrolled, an IFR aircraft departed without coordinating with ARTCC. I would recommend a procedural amendment to the local contingency plan to broadcast that all IFR aircraft that had been issued IFR clearances to hold for release and contact ARTCC or FSS to coordinate their departures prior to taking off.

## Narrative: 2

Received pre departure clearance from ZZZ clearance. Clearance informed us the Tower would be closing due to the Tower getting cleaned. Departures/Arrivals and Ground and Tower would be closed. They asked if we would be gone before then and we said probably not. They did not give us a hold for release instructions. They gave us Center frequency before the tower closed. We finished, pushed back and broadcast over CTAF we would be

taxiing out. We attempted to contact Center several times before departing. We called in the blind on CTAF as we took the runway and departed. We contacted Center at around 1,500 feet and continued on our way. 10 minutes later Center informed me to contact Center via the telephone for a possible pilot deviation. It is unknown what the actual deviation may have been if there was a pilot deviation.

### Narrative: 3

I was the First Officer operating Aircraft X from ZZZ back to ZZZ1. We had a very busy turn. APU fault and shutdown mid-turn which led to the logbook entry, Maintenance Control call, and MEL addition, all while the aircraft was boarded, very full, and heating up quickly. We were waiting on paperwork to finalize the release and push, and we started up the right engine at the gate as soon as we could to reduce the heat for the passengers. There were thunderstorms along our route. Cells were closing in and ZZZ1 was near their peak of inbounds for the day. It was a very busy flight and we were doing our best to keep the process moving quickly to keep the passengers comfortable and make it into ZZZ1 before the storms complicate our already-complicated turn. We received our clearance around XA:50 local time and we were due out around the top of the hour. We caught word that the Tower was closing at the top of the hour due to cleaning. We discussed the frequency that we will need to call, and if we couldn't get a hold of them, we would depart VFR and pick up our clearance in the air. We tried Center twice to no avail. We made our position reports and departed. We got a hold of Center at 2,900 feet and carried onto ZZZ1 as filed; we received a phone number from ZZZ1 telling us to call Center over halfway through the flight. Departing VFR in controlled airspace was our mistake and in the heat of the pressure to cool the airplane quickly by getting airborne and dodging the weather, this is where we made this mistake. Picking up VFR in the air doesn't work when the airspace is controlled and we weren't "officially released yet", as we had mistaken. I remember thinking "I did this in the [region] just a month ago, and we had no issue picking up [Center] in the air". The heat and external pressures added to my lapse in judgment to think a Class D airfield turns into uncontrolled airspace when the tower closes. I recall hearing tower say "ATC zero" and that was an incorrect call to depart without the release. The [regions] are clearly not the same as ZZZ and this was a mistake I made to connect operations in the USA and the [regions], despite the similarities in the circumstances. I am confident I completed our flight brief and clearance verification operating procedures; my mistake was in letting the time constraint and environmental pressures affect my judgment and depth of thinking about our changed departure rules. I should've spent more time thinking about that vs. the thunderstorms, aircraft threats, and hot passengers. External pressures and time constraints caused me to overlook a critical error in controlled airspace clearance despite having a closed control tower. I did not prioritize quality over timeliness like I should have. More controlled and uncontrolled airspace scenarios to familiarize pilots with the differences in clearances among different airspace, especially under pressure and time constraints. Yesterday, I learned a valuable lesson about the importance of prioritizing the core pilot competencies above all other environmental and organizational pressures. Should I have taken another 5 minutes to collect ourselves and review my flight brief one more time, with more depth, I would've caught this error and we would have had no issues with our clearance.

### Synopsis

A Tower controller and flight crew reported the flight crew departed an airport with a closed tower without approval for release from the ARTCC. The Tower Controller reported they failed to advise the flight crew to hold for release after issuing their clearance prior to Tower closing.

ACN: 1821087

## Time / Day

Date : 202107

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Flight Phase : Cruise

## Component

Aircraft Component : Air Cycle Machine

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1821087

Human Factors : Physiological - Other

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1821089

Human Factors : Physiological - Other

## Events



Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : Physical Injury / Incapacitation  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Primary Problem : Aircraft

## Narrative: 1

Due to being sick from this flight, this is my first chance to write this report. I was on standby from XA:00am-XG:00 on Date in ZZZ. Crew Scheduling called me at XF:06 to work a 1-2-1 three day trip. They assigned me position 1 and the first leg of the trip was to ZZZ1. I switched positions with Name and became the #3 because I don't like being #1. While walking to the gate flight service called to check on us (they thought they were calling the #1 from the original crew but instead called me by accident) and informed me that the original crew was being taken off this trip due to a fume event. When we arrived at the gate, our flight had begun deplaning. We were told that they had sat out on the tarmac for 2 hours before they were able to get to the gate and deplane so the aircraft could be checked out. During deplaning, Name 1 (the #4) and Name 2 (the #2) called the union and Name 3 to talk to them because we were very nervous about flying on this aircraft after it just came back to the gate and had to have us re-crew it due to a fume event. We did not know the original crew personally but as they deplaned they warned Name 2 and Name 1 that we should not get on that aircraft because something was wrong with it and that they were on the way to the hospital. They were shaken up, pale, and were visibly ill. One of the girls even had to get a wheelchair to wheel her out of the terminal. I immediately felt very unsafe about proceeding forward on this trip. Seeing the crew so visibly ill from a fume event and then being expected to take that aircraft right back out and move on like nothing happened is extremely terrifying and irresponsible of the flight deck. Our health and safety clearly was not a first priority in this instance. After original crew and passengers deplaned we were immediately sent down to the aircraft and the agent wanted us to check our equipment so we could board again and get this flight out as quickly as possible since it was so delayed. I was the first FA on the jet bridge, and I ran into the maintenance man on his way out. He told me he did an inspection of the aircraft and it was cleared to fly. He said he could smell stuff in the aft lavs but that everything was clear. He told Name 2 when he saw her that it was all good and to not get on and break anything. This was all happening so fast that it was hard to process it all and I was very uneasy and felt pressure to work this flight. After I got on the flight, the Captain was dismissive of the event. He informed me that he thought the previous crew was being overly cautious because two of the four flight attendants had just recently been through an incident on one of their trips that they had not been able to fully recover from, so that is why they turned around, but he did not think there was a serious issue to be concerned with. I interpreted this as the Captain thinking the previous crew was overreacting and that he did not take their concerns seriously. He and the First Officer said

they attributed the fumes to there being a lot of aircraft congestion on the way out and that they thought it would be fine this time around. They said to let them know if we experienced anything this time, but it seemed as though the flight was going no matter what based on the flight deck's attitude. They continued to dismiss our fears before boarding started again saying it was fine to fly on this aircraft and that maintenance didn't see a problem. I was hesitant with this news because maintenance was on their way out not even 5-10 minutes after deplaning took place, and I did not think that was a substantial amount of time to do a thorough check of the aircraft. After the Captain informed me of this, my other crew members got on board and they asked me what he said. Name 2 was especially nervous because she has a health concern that if mixed with a fume event could be life threatening, so she went into the cockpit and had a long talk with the Captain. I'm not exactly sure of what he said to her because I was out of earshot but she told me he was dismissive and also mentioned what he said to me about the other 2 flight attendants from the other crew being overly cautious due to their past experiences on a trip. Name 2 told me that the Captain also made a joke when she expressed her concerns about how his mother thought he was the smartest guy in the world but there is always a chance that I'm wrong. We re-boarded passengers on the flight without there being a substantial amount of time to pass after it was deplaned the first time (like 15-20 minutes). During boarding, passengers kept asking me if it was safe to fly, and I told them that the Captain had told me he thought it was due to congestion from other aircraft that caused the smell the first time and that maintenance had cleared us to fly. The Captain never once made an announcement to the passengers to update them on the situation and reassure passengers once they re-boarded. Name 1 called Name 3 during boarding and asked Name 1 to ask the Captain if he had filled out the cabin odor fume report. Name 1 called me since he was in the back to ask. Name 2 had come to the front during boarding and she ended up being the one to ask the Captain. The Captain's response was that he had never heard of the cabin odor fume report before. There was another report that the union wanted us to ask about (the report is named with numerics) and when Name 2 asked the Captain about this he said he was going to pull it up but we never actually saw him do it. He then changed the subject with Name 2 to talk about his vacation that he was going on at the end of the trip. I had COVID back in month and ever since I recovered, my taste and smell have not returned, so I am not a good judge on if there was an odor in this aircraft. However, Name 1 and Name 2 mentioned they smelled something gross in the back of the aircraft. Once in the air, Name 1 and I started feeling very light headed. Name 1 and the #1 Name 2 also started having a bad headache. During the middle of the service, there was moderate turbulence that continued the duration of the flight. We ended up having to suspend service because it was too dangerous to be in the aisle. I even felt like I caught some air at one point. We hurried to secure the carts and ourselves in the back. This is not what this report is about, but I think you should know that the Captain did not communicate with us the entire time about the turbulence or when it would end. We had to call him to ask if the turbulence would continue the rest of the flight and if there was a different altitude we could try because we were all feeling whiplashed in the back and queasy. He said we should suspend service and that he would make the announcement to the passengers about it. Name 1 then had to call him about 15 minutes later after the initial call to see if he was still going to make the announcement because he had yet to do it. He finally made the announcement to the passengers that we would not be completing the rest of the service due to the turbulence. However, he called the #1 Name 2 to make sure she had completed first class service because he wanted to make sure the customers were getting what they paid for. The Captain's unprofessionalism and lack of care for the flight attendants and our safety was astounding. Once we landed he and the First Officer were one of the first ones off the aircraft and they left to go straight to the van for their layover. These pilots ran off right when we landed. It was evident that the Captain was in a hurry to start his layover and had no concern for health and safety of

his flight crew. He never once checked on us or asked us how we were feeling from the fume event or the turbulence. Now you have at least two flight attendant crews sick and a Captain and First Officer that could care less. Was this airplane truly airworthy? Name 1's headache continued for the next 3 days. On the second day of our trip, after we worked from ZZZ1-ZZZ2 Name 1 had to call out because he threw up mid flight, had a horrible headache, and had an upset stomach. He said his symptoms started that first flight from ZZZ-ZZZ1 and only continued. We had to get a standby from ZZZ2 to finish the trip with us. I have felt extremely lethargic ever since that flight. It feels like I took 10 Benadryl. I have had a very foggy brain and have slept non-stop. Writing this report is the longest I have stayed awake since I got home from that trip. I have also had shortness of breath. Name 1 and I went to the ER on Date 3 and got our hemoglobin levels tested and our chest x-rayed. Our hemoglobin levels were normal but that is to be expected since we went 48 hours after exposure. We called out on flight because we felt so sick and unable to fly. I talked to nurse when I called the number and after describing my symptoms she told me she was going to have me stop right there and recommend that I go get checked out at the ER and call her back within the next few days after I was checked out. I am still experiencing extreme brain fog, exhaustion, and shortness of breath. At the end of the day, we felt forced to get on an aircraft that had an issue and work Aircraft X to ZZZ1 because the union told one of the other flight attendants if we didn't we would get in trouble with the company and a refusal to fly. We have been given points against us when we were injured on the workplace in a fume event of some sort and now we are having our jobs jeopardized by points. The points are penalizing us for being sick and being taken to the hospital on a work injury/fume event. Why would a company that I give my time to penalize us for a work related injury? I want to recap that you have 2 crews that are sick with a Captain who was absolutely unprofessional, unsafe, and dismissive. This is a serious safety issue, and with this aircraft still flying you are risking the safety and health of passengers and crew members. Train your pilots and ground staff (the Tower and Ops) on how to handle fume events. We should have never taken this aircraft after knowing that 4 flight attendants were taken to the hospital sick and now we are all sick. At the end of the day, this flight deck crew and the company is responsible for our illnesses. I have not received any calls from our department. It is like no one cares how sick we are. This is my first fume event and I have had no guidance on how to handle this and proceed from here. Communication is key.

## Narrative: 2

I was on standby on Date at XA:00 sign in & was called at XE:15 to work the flight from ZZZ to ZZZ1. I was assigned position 4 on the trip with 3 other crew members. I made my way to the gate & as I arrived there were still passengers getting off the aircraft. I went over to the side & started talking to the crew that I was going to be working with. We saw the other crew come off & they did not look okay, the crew came over to us & said that the airplane had just had a fume event & that it wasn't safe for us to fly. We continued down the jet bridge after scanning in with the agent, upon arrival to the aircraft I saw that Maintenance was on board & talking to the Captain. As we got on we asked the Captain what had happened & if the airplane was safe to fly. He began to say that the other crew was just smelling fumes from the congestion on the taxi way & that it was nothing to be worried about. As I got to the back of the aircraft I smelt a terrible pee smell which seemed to be coming from the aft lavatory's. I informed the Captain but he said he was aware of the situation in the back. Our number 2 made sure to go up front & ask a bunch of different questions to the Captain about the aircraft & what had just happened. The Captain didn't give us much information with the plane & so I called the union. As I called the union, I was told to ask for a cabin air quality check, upon asking the Captain for this he said it was not necessary & that he wasn't needing one done. We tried our best with not feeling safe going on this aircraft, we boarded up & began pushing back. Upon push

back, I was informed that 3 of the 4 flight attendants on that flight before us were headed to the hospital & one had to be wheeled out in a wheelchair. We were already taxing & there was nothing we could do at this point. We got up in the air & I started to have a terrible headache, later in the flight the number one came to the back & said that she was having a headache as well. We thought nothing of it for the most part, we then began to all feel light headed. We continued onto ZZZ1. The headaches continued onto the next day when we were working our flight from ZZZ1 to ZZZ2. About 30-45 away from landing I began to feel super nauseous from the flight & ended up getting sick on the flight. I proceeded to call the Captain to call tracking & have a standby waiting at the gate for me because I wanted to get off of the trip because I started feeling so sick. I got off the trip went to my hotel & slept for 12 hours before waking up. I was foggy & very out of it, very unlike me in any way. I still had my headache even after I had taken my medicine that I had been given by a doctor a while back for pain. The headache continued through the night & I was deadheading on a flight the next day, I was very very exhausted & short on my breath. I got on the plane not thinking much about it. As we were in the air I started to feel light headed, like I was going to pass out once again. Upon landing I got a message from the other crew informing me that 2 of the 4 had been in the ER still. One of the flight attendants did test positive for carbon monoxide poison. I proceeded to call the injury number and report everything to them. I was informed that I needed to go to the hospital & get checked out. Me & the number 3 flight attendant ended up going to the hospital together to get checked out, all of our tests came back normal but the doctor said that was to be expected since it was so long after exposure. He said there was a very good chance that is what it was but the test didn't show it. He gave us a note & recommended us stay rested & healthy. I don't believe that I should be punished with points for the company's inability to properly check the aircraft & deem it not safe. I should not be receiving any points for the situation as it was an injury on duty & was reported to the company in a timely manner. The points should not count against us in this event since it was a fume event. The points are given to us for being proactive about our safety & well being, Why would a company that I work for & give most of my time, want to give us points for a situation we believe is linked to an unsafe aircraft. We now have 2 crews who have been sick & however many after the fact. You have a Captain who was not in charge enough to say he wanted an air quality check of the aircraft for the safety of his crew & passengers. You still have this aircraft in service & are potentially putting other people's life & health at risk. Pilot & airplane need to be taken out of service for endangering passengers & crew members.

## Synopsis

Air Carrier Flight Attendant crew reported a fume event during flight which resulted in physiological symptoms.

ACN: 1820895

## Time / Day

Date : 202107

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B787 Dreamliner Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Takeoff / Launch

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 9136

Experience.Flight Crew.Last 90 Days : 0

Experience.Flight Crew.Type : 0

ASRS Report Number.Accession Number : 1820895

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Event / Encounter : Person / Animal / Bird  
Detector.Person : Air Traffic Control  
Were Passengers Involved In Event : N  
When Detected.Other  
Result.Flight Crew : Took Evasive Action  
Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

First, the biggest threat to the flight was that I hadn't flown in a little over a year, zero hours. This was due to COVID related reduction in flying at my airline. This flight was my first flight on Operator Experience (OE). We were cleared to line up and wait on Runway XXY at ZZZ. A regional jet was also cleared to line up and wait on Runway XXZ. The tower frequency was busy due to landing traffic on the crossing runway and communication between tower and a previously departed aircraft reporting bird activity. I haven't flown at ZZZ for a long time and had forgotten that they normally clear the smaller aircraft to takeoff before the heavy due to wake turbulence. Tower cleared the regional jet for takeoff and in the busyness my brain processed the clearance as ours. The last factor for me was we were right in the middle of transferring the aircraft from the captain to me and so the radio call, acknowledging the takeoff clearance I thought I heard, got dropped. I don't recollect making it. In addition, I failed to verbalize, verify and monitor the clearance with the captain. When tower saw us begin our takeoff roll prematurely, they cancelled our takeoff clearance and we rejected the takeoff at very low speed...I estimate 50 knots. We acknowledged, cleared the runway and taxied back to XXY. The following takeoff was uneventful. Lastly, we noticed on our second takeoff that red lights on the runway were illuminated in front of us prior to getting takeoff clearance. They extinguished when we received takeoff clearance. The lights were not used for our first takeoff.

## Synopsis

First Officer reported a rejected take off after mishearing a take off clearance as theirs, that was meant for another aircraft.

ACN: 1819894

## Time / Day

Date : 202107

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 4000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Taxi

Make Model Name : Small Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Taxi

Make Model Name : Small Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class B : ZZZ

## Aircraft : 3

Reference : Z

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Cruise

## Aircraft : 4

Reference : A

Make Model Name : Heavy Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR  
Route In Use : Vectors

## Aircraft : 5

Reference : B  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Route In Use : Vectors

## Person

Location Of Person.Aircraft : X  
Location Of Person.Facility : ZZZ.TRACON  
Reporter Organization : Government  
Function.Air Traffic Control : Approach  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 16  
ASRS Report Number.Accession Number : 1819894  
Human Factors : Situational Awareness  
Human Factors : Workload  
Human Factors : Other / Unknown  
Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Aircraft X was inbound to ZZZ from the ZZZ1 airspace. I verbally coordinated a 360 heading with the north controller because I was vectoring off the arrival for sequencing. I took a handoff on Aircraft Z at 10,000 feet direct ZZZ2, at the same time I had two ZZZZ departures that I was worried about being a factor. I was vectoring Aircraft A off of the arrival as well as Aircraft B. I was trying to make sure there was enough room for Aircraft A because he was a heavy and [I had to] get Aircraft B behind them. I wanted to group the 3 small transports together and get them to final before the next set of arrivals. I turned Aircraft X. I then turned my attention back to the final and didn't notice Aircraft Y, who was controlled by the north controller at 4,000 feet inbound to ZZZ3. As soon as I noticed there was going to be a loss of separation i turned Aircraft X northeast and



climbed them. It is very hard to get used to the traffic after Covid. This was the first day I had to take every aircraft off the arrival in years. I was so concentrated on my feed to final that it caused me to lose track of other aircraft away from the airport. I think there should have been stricter Traffic Management Unit (TMU) numbers in because both of my sessions I was vectoring over 20 miles off the arrival. If the sector was not combined that would have helped too.

## Synopsis

TRACON Controller reported they issued a 360 degree vector for sequencing to an aircraft and failed to notice that it put the aircraft into conflict with traffic at the adjacent sector. The Controller noted a lack of proficiency at working busy periods due to the recent reduced air traffic due to COVID-19.

ACN: 1818631

## Time / Day

Date : 202106

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 300

## Environment

Flight Conditions : IMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 700

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Military

Make Model Name : Helicopter

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : SVFR

Mission : Training

Flight Phase : Takeoff / Launch

Route In Use.Other

Airspace.Class C : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Flight Phase : Takeoff / Launch

Airspace.Class C : ZZZ

## Person

Location In Aircraft : Flight Deck

Reporter Organization : Military

Function.Flight Crew : Captain

Function.Flight Crew : Instructor

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Commercial

Experience.Flight Crew.Total : 4178

Experience.Flight Crew.Last 90 Days : 213

Experience.Flight Crew.Type : 2476

ASRS Report Number.Accession Number : 1818631

Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Conflict : NMAC  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
Miss Distance.Vertical : 200  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

Flight started at the helicopter pads - second flight out of ZZZ for the day. This was a training flight with students. I was the Flight Instructor. I started up and prepared for takeoff as normal. The weather was IFR which required a SVFR clearance for our departure. I received weather and contacted Ground and requested the SVFR to the northeast with a present position departure from the helicopter pads. This was the expected as we had done so earlier. Initially, I was told to standby while the Controller was getting other aircraft taxiing. After the wait, the Controller came back and cleared us to the northeast at or below 1700 ft. via SVFR, which I read back. Despite still being on Ground frequency, I erroneously mistook the SVFR clearance as a clearance to takeoff as requested from present position. As such, I instructed the student to initiate the takeoff and depart, which we did. Our flight path was to the northeast which took us across Runway X, the active. As we reached 500 ft. and [was] approaching clear of the ZZZ Class "C," I expected a switch to Approach as usual but when I looked down at the radio I saw we were still on the Ground frequency. I quickly switched to Tower and was informed of my lack of takeoff clearance and additionally the overflight of an aircraft on takeoff from Runway X which we didn't see. Our departure flight path was at a 40-degree offset roughly 040, which put the start of Runway 8 behind us. Sitting on the right side, I didn't see Aircraft Y who was actually cleared for takeoff start their roll at roughly the same time as we did. Due to the angle, they were aft of my scan during the takeoff. Based on the info from the Controller, we passed over them by about 200 ft. as they were departing. Because we were still on the Ground frequency, we also didn't hear towers call to us when we started to depart without takeoff clearance. Unfortunately, all of this was caused by my assumption of having received a takeoff clearance and acting accordingly. Obviously, I should have been more aware and realized that it wasn't a takeoff clearance that was issued. I should have also noticed that we had not switched to Tower from Ground earlier. Not to pass blame, but an observation - it is common for a Ground Controller after issuing a clearance to push us to the next Controller, i.e., "Read back correct, contact Tower/Ground for takeoff/taxi." This would seem more critical, particularly for a helicopter present position departure such as this one that does not require a taxi to a specific runway. In this case, that was not stated as far as I can remember. Additionally, there has been a lot of Ground and Tower combined frequencies lately and that also could have

played into the confirmation bias that led to assuming my SVFR clearance was also a takeoff clearance and not switching to the Tower frequency. In this case, Tower and Ground were on different frequencies. Regardless, I have executed present position departures many times and not had an issue like this and I definitely made a mistake which almost resulted in a collision. In the future, I will exercise extreme caution and slow down to ensure this mistake does not happen again.

## Synopsis

Flight Instructor reported mistakenly taking off without clearance which led to an NMAC event with another aircraft taking off.

ACN: 1818078

## Time / Day

Date : 202106

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

ATC / Advisory.TRACON : ZZZ1

Aircraft Operator : Air Carrier

Make Model Name : B757 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Flight Phase : Initial Climb

Route In Use : Vectors

Airspace.Class B : ZZZ

Maintenance Status.Maintenance Deferred : N

Maintenance Status.Records Complete : Y

Maintenance Status.Released For Service : Y

Maintenance Status.Required / Correct Doc On Board : Y

## Component

Aircraft Component : Autothrottle/Speed Control

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 19500

Experience.Flight Crew.Last 90 Days : 124

Experience.Flight Crew.Type : 11400

ASRS Report Number.Accession Number : 1818078  
Human Factors : Workload  
Human Factors : Time Pressure  
Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.General : Maintenance Action  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Aircraft

## Narrative: 1

This aircraft just came out of long term storage. It needed a full thrust takeoff, ETOPS verification for hi-altitude APU start and an Autoland update. Two separate Maintenance write-ups occurred after door close but prior to push back. This resulted in delays and multiple MRD updates. Both pilots reviewed and verified FMC load was normal after each anomaly corrected. On takeoff the FO (Flying Pilot) called for "Autothrottles." EPR mode engaged normally but throttles were slow to advance and left throttle lagged approximately 1 knob width. At "check thrust" call FO commented to check left engine throttle. I had noticed the slow movement and manually moved both throttles to the commanded full thrust EPR setting. When passing 3,000 ft. the aircraft speed bug would not accelerate above CMS (approximately). We set 250 manually and each time we tried to engage VNAV or FLCH the command bug retreated to approximately CMS. We also noticed the command EPR was indicating CON thrust. I tried to engage CLB on TMSP panel but had no effect. At this point I said we'll wait until above 10,000 ft. to troubleshoot further. Above 10,000 ft I noticed that the VNAV CLB page appeared normal, but there was an "ALL ENG" prompt at 5L which I'd never seen. After selecting the ALL ENG prompt the airplane returned to normal CLB mode. At no point during ground operations did either pilot ever select the CLB EO prompt or the subsequent Execute key. After landing and debriefing with Maintenance and the next leg's Captain, this Pilot stated she had also previously seen a 'split throttles on takeoff result in the aircraft believing it was in a single-engine situation and engaging the EO CLB mode. A Maintenance write up for Autothrottles was written up and Maintenance debriefed. (Autothrottles worked normal for remainder of our flight).

## Synopsis

B-757 Captain reported aircraft being returned to service from long term storage suffered an auto throttle malfunction on climb out and subsequently learned that later flights had the same problem.

ACN: 1818033

## Time / Day

Date : 202106

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : PHL.TRACON

State Reference : PA

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : PHL

Aircraft Operator : Personal

Make Model Name : Skylane 182/RG Turbo Skylane/RG

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class E : PHL

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : PHL

Aircraft Operator : Personal

Make Model Name : SR22

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Initial Climb

Route In Use : None

Airspace.Class D : PHL

## Person

Location Of Person.Aircraft : X

Location Of Person.Facility : PHL

Reporter Organization : Government

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 10

ASRS Report Number.Accession Number : 1818033

Human Factors : Confusion

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Working arrival wall combined. Aircraft X inbound to ZZZ was vectored around weather to get the Visual Approach for ZZZ. I failed to make a point out to Departure Controller for the inbound aircraft as required and he was cleared for a Visual Approach and shipped to ZZZ Tower. I issued traffic for a VFR aircraft off the field before shipping to Tower. Departure Controller approved automated release for Aircraft Y off ZZZ. Aircraft departed ZZZ but was not on an IFR Beacon but instead on a 1200 code. Aircraft remained on 1200 code and was shipped to Departure Controller. This was in fact the VFR aircraft that I issued traffic for to Aircraft X prior to switching to Tower. Departure Controller assigned new beacon code and then saw the IFR inbound I had already switched to the Tower. Departure Controller immediately issued an Eastbound turn away from the other aircraft. I completely forgot to make the point out or hand off to the Departure Controller. For the last 15 months [the] schedule we worked combined so often I just didn't remember at that moment that ZZZ was not in my sector at the time. I needed to make the point out or hand off and be more aware of the room configuration and this event could have been avoided. This was just an accidental mental lapse in realizing the configuration of the radar room at the time.

## Synopsis

A TRACON Controller reported they forgot to handoff an aircraft to Departure Controller.



ACN: 1817315

## Time / Day

Date : 202106

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Boarding  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1817315

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Anomaly.No Specific Anomaly Occurred : Unwanted Situation  
Detector.Person : Flight Attendant  
When Detected : Pre-flight  
When Detected : Aircraft In Service At Gate  
When Detected : Routine Inspection  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Company Policy

## Narrative: 1

The crew waited on the jet-bridge during the plane cleaning and electrostatic spraying process. The crews aren't being allowed even 30 seconds after spraying completion to wait boarding the airplane. As we board the plane there is still the overwhelming smell of

chemicals in the cabin. It would be helpful if policies were put into place that allows time for the smell of the chemical to dissipate before we have to board the plane.

## Synopsis

Air Carrier Flight Attendant reported electrostatic cleaning fumes linger on to preflight and boarding of subsequent flight.

ACN: 1817229

## Time / Day

Date : 202106

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1817229

Human Factors : Other / Unknown

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1817244

Human Factors : Human-Machine Interface

Human Factors : Other / Unknown

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Flight Crew : Overcame Equipment Problem  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were flying ZZZ1 to ZZZ, a XA00 report in ZZZ1. It was the First Officer's (FO) initial trip back from a 10-month furlough. We were on the ZZZZZ RNAV arrival from the northeast. I was the PF. ZZZ was landing north. ZZZ airport had an overcast layer obscuring the airport. At the appropriate time, I briefed the ILS XXR approach. We set up the FMS and tuned/identified the NAV radios for XXR, the normal approach for this arrival. When we checked in with ZZZ Approach, we were advised to expect the ILS XXL. I briefed the approach and we tuned/identified the NAV radios. We were being vectored to intercept the localizer. It looked like we overshot the localizer on the NAV display, so I turned to intercept. ATC advised us, "It looks like you are lining up for the wrong runway," and turned us off of the approach. There were no conflicts with any other aircraft. They then told us to expect the ILS XXR. We flew that approach successfully to a landing. While we were setting up for the XXR approach, we discovered we never set up the FMS for the ILS to XXL. [I believe the cause was] early sign-in. Overcast skies obscuring airport. [It was also the] FO's first trip after furlough. [I suggest] verification that both the NAV radios are tuned and identified and the FMS is set for the proper runway/approach.

## Narrative: 2

Planned and briefed approach for ILS Runway XXR and was given ILS Runway XXL. The CA (Captain) set up and briefed new approach. I verified the frequencies and inbound course but neither of us set the new approach into the FMS. Was getting vectors to the ILS XXL [and] we had the correct ID for the ILS. When the CA looked at the ND and saw himself flying through the course for what was ILS XXR, the wrong approach, he corrected the heading to go back to intercept the course on the ND. The Controller said you are turning to line up for wrong approach and told us to go around. I have not flown since [last year]. I also do not have much experience in the aircraft. Was first flight since furlough. [I plan on] getting more flying in and becoming more comfortable in the aircraft, getting back into the rhythm of the flights.

## Synopsis

B737-800 flight crew reported a clearance deviation due to automation mismanagement and CRM issues.

ACN: 1816701

## Time / Day

Date : 202106

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : C81.Airport

State Reference : IL

Relative Position.Angle.Radial : 120

Relative Position.Distance.Nautical Miles : 2

Altitude.MSL.Single Value : 3750

## Environment

Weather Elements / Visibility : Turbulence

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Corporate

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Cruise

Airspace.Class B : ORD

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 319

Experience.Flight Crew.Last 90 Days : 3

Experience.Flight Crew.Type : 68

ASRS Report Number.Accession Number : 1816701

Human Factors : Distraction

Human Factors : Training / Qualification

Human Factors : Situational Awareness

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Instructor

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor  
Experience.Flight Crew.Total : 1753  
Experience.Flight Crew.Last 90 Days : 32  
Experience.Flight Crew.Type : 280  
ASRS Report Number.Accession Number : 1816711

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While flying out to the practice area outside of the Bravo, I was attempting to maintain an altitude 100 feet below the shelf of the ORD Bravo airspace. There were some up and downdrafts during the first portion of our flight. Based on the altimeter reading in the aircraft I had thought I had caught it in time, but while reviewing radar/ADS-B data on an aviation website, I concluded I did enter the airspace. It was only for a few seconds, but I do take this quite seriously. I believe an additional factor is a lack of flying currency related to the pandemic. In the future, when I feel unstable air, I will select an altitude even lower to provide more of a buffer.

## Narrative: 2

Flying with a private pilot to help him get recurrent. Departed ZZZ and climbed to intermediate altitudes to avoid the Bravo airspace. Pilot selected 3,500 [feet] and acknowledged he would stay clear of the Bravo. He leveled at 3,500 [feet] but then caught an updraft and allowed his altitude to surpass the 3,600 foot floor of the ORD Class B momentarily. He called out that he had allowed the aircraft to climb 100 feet high and I immediately commanded a descent back to the selected altitude. No other aircraft were in the vicinity. Lack of currency, having been out of the cockpit for months, turbulent conditions, and the distraction of instruction as we were reviewing G1000 operation led to the momentary altitude excursion.

## Synopsis

Small aircraft instructor and student reported momentary incursion of ORD Class B airspace, citing lack of recent flying experience as contributing factor.

ACN: 1815953

## Time / Day

Date : 202106

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 1

Altitude.AGL.Single Value : 1000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : FBO

Make Model Name : Skyhawk 172/Cutlass 172

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Final Approach

Route In Use.Other

Airspace.Class D : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator.Other

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part.Other

Mission.Other

Flight Phase : Final Approach

Airspace.Class D : ZZZ

## Aircraft : 3

Reference : Z

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Airspace.Class D : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO  
Function.Flight Crew : Single Pilot  
Qualification.Flight Crew : Private  
Experience.Flight Crew.Total : 210  
Experience.Flight Crew.Last 90 Days : 0.9  
Experience.Flight Crew.Type : 210  
ASRS Report Number.Accession Number : 1815953  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : NMAC  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Flight Crew  
Miss Distance.Horizontal : 5400  
Miss Distance.Vertical : 0  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Flight Crew : Took Evasive Action  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

With just 0.9 hrs of PIC time YTD, I arrived at my flying club's towered home field, ZZZ, rested and eager to shake off some rust. My first sign of how much rust I had came when I accepted a Ground instruction to RWY XX but taxied to the nearer RWY XY. After completing my runup, Ground advised me to taxi to RWY XX. I thanked Ground for "that catch" and received a double-click "you're welcome." I paused, ensured I was focused and not letting myself feel rushed, and proceeded to RWY XX. I completed four takeoffs and landings, and after reviewing LiveATC recordings I believe that my radio communications were professional and crisp. Ground did request that I confirm one hold-short instruction, and Tower asked that I confirm a "give way to helicopter" instruction as part of a "hold short" read back. However, I acknowledged and complied with all instructions promptly, including hold-shorts, midfield reports, extended down winds, go-arounds, no delay etc., using proper phraseology. A midair near-miss occurred when two Cessna's with "XXXX" in their call signs began to turn base at the same time -- Aircraft Y from Right Downwind, and I, Aircraft Z, from Left Downwind. I mistook a "cleared for the option" instruction for Aircraft Y as being intended for me, and radioed my acceptance for a full stop. I believed Tower had cleared me to land. The conflicting traffic had been advised of "that Cessna on Left Downwind," from which I further inferred my own landing priority over this newcomer to the pattern. Upon review of the recordings, it is clear to me that Tower attempted to clarify that the landing clearance was for Aircraft Y, and that the call out to my position was purely advisory for Aircraft Y -- and not a reaffirmation of a clearance for Aircraft Z to



land. However, someone stepped on the frequency, and I missed the clarification. It was only after Tower instructed me, "You need to turn right now" that I saw the conflicting traffic approximately 1/2 mile turning right base. Tower then instructed me for the first time that I was #2 for the field. I attribute this near-miss primarily to my own lack of recency, but secondarily to additional factors. I lost situational awareness of other similarly-[call] signed Cessna's entering the pattern from the opposite direction. ATC could have clarified our landing sequence earlier, or verbally emphasized the differences in our call signs. (A minute later, Tower itself briefly confused two call signs, instructing me to turn Right Base when I was already on Short Final from Left Base; Tower quickly corrected itself when I advised of my position.) It was also a very busy pattern in which to shake off rust -- for pilots and ATC alike. Simultaneous radio transmissions obscured instructions that might otherwise have been sufficiently clear. Stress was apparent: After landing, I complied immediately with Tower's instruction to exit without delay -- only to be told urgently to "stop right now" to avoid a jet on its takeoff roll. (I appreciate Tower's urgency: I had acknowledged the hold-short instruction and was already preparing to stop, but to their eyes I was still in "no delay" mode as I transitioned from RWY to Taxiway.) Tower similarly expressed frustration with another pilot for requesting "a turn around a point," a term that Tower did not recognize; they doubtless would have preferred "a 360" or "a circle." When I was finished with my pattern work, I briefly expressed my appreciation to Tower and received a friendly "no problem" in response. I think we all did what we could to be as clear as possible (urgently if the situation demanded it), and to correct our mistakes. Although it will be frustrating at times, on balance I think this is a good set of attitudes to have, especially as the entire National Airspace System shakes off varying degrees of rust coming out of the pandemic. The dangers here were addressed, but a slightly more intransigent attitude, or a slightly more congested frequency, might have tipped the balance to a midair collision.

## Synopsis

A Single Light Aircraft Pilot, with low flight time because of the pandemic, reported a NMAC turning final after getting confused because of similar call signs. The Tower controller separated the aircraft and a normal landing was accomplished.

ACN: 1815931

## Time / Day

Date : 202105

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Work Environment Factor : Poor Lighting

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 900 (CRJ900)

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Parked

Maintenance Status.Maintenance Deferred : N

Maintenance Status.Records Complete : Y

Maintenance Status.Released For Service : Y

Maintenance Status.Required / Correct Doc On Board : Y

Maintenance Status.Maintenance Type : Unscheduled Maintenance

Maintenance Status.Maintenance Items Involved : Installation

Maintenance Status.Maintenance Items Involved : Testing

Maintenance Status.Maintenance Items Involved : Inspection

## Component

Aircraft Component : Wheels/Tires/Brakes

Aircraft Reference : X

Problem : Malfunctioning

Problem : Improperly Operated

## Person

Location Of Person : Gate / Ramp / Line

Location In Aircraft.Other

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Airframe

Qualification.Maintenance : Powerplant

ASRS Report Number.Accession Number : 1815931

Human Factors : Training / Qualification

Human Factors : Confusion

Human Factors : Workload

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Maintenance  
Were Passengers Involved In Event : N  
When Detected : Aircraft In Service At Gate  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Procedure

## Narrative: 1

Pilot report that his right inboard brake was not actuating. Supervisor in Charge, Name, decided to change the right inboard brake. Assignment was given to Name 1. I, Name 2 was behind the desk that day printing all necessary paper work, Name 1 calls for assistance due to having brake jack issues. Name 3 and myself arrived at Aircraft X to help Name 1. Name 3 was in the cockpit monitoring hydraulic system and brake temp. I assisted Name 1 with lifting and changing the right inboard brake only due to the brake jack having issues and the weight of brake. Name 1 told me he was good from there and he will take care of the rest such as brake fittings, brake lines and brake temp sensor. I received a call from my Supervisor, also I sent pictures of what happened. After spending nearly an entire year without touching an aircraft due to the pandemic it is a possibility that Name 1 might of had a relapse reading the job card. After hearing about the incident from the Supervisor I was upset, frustrated that having done the job in the past, this could have happened. But I was more relief to know that problem was caught and rectified before something serious happened that could have put our customers, crew and aircraft in jeopardy. To read and ask as much question as needed in order to perform our duties in compliance with company and FAA policies.

## Synopsis

Technician reported a coworker struggled with a main wheel brake change and made errors during installation, even with help, possible due to lingering COVID issues.

ACN: 1815340

## Time / Day

Date : 202106

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 200 ER/LR (CRJ200)

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Parked

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1815340

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1815004

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During the preflight, I had a jumpseater come to the cockpit and ask to ride in the jumpseat to our destination. This was my first time having someone occupy the jumpseat in over a year due to Covid, and this was my first experience with an Additional Crew Member (ACM) in the auto-closeout passenger counts. The First Officer performed the W&B and Takeoff calculations. Neither of us noticed that the jumpseater was missing from the ACM data that was pushed to us from the gate agent. As a result, we took off with an improper W&B and Takeoff performance calculation. During the climbout I realized I didn't double check the W&B for the ACM before departure and found the ACM was missing. I was chatting with the jumpseater and did not double check the First Officer's work to make sure the jumpseater had been added into the W&B. I should have remained focused and double checked the W&B for the ACM.

## Narrative: 2

Full flight with jumpseat access granted from gate agent, jumpseat would be occupied. Received auto closeout thinking everything was taken care of including ACM in jumpseat. After departure, the Captain asked if the takeoff data included the ACM, after review, it did not. Cause of this event was being in the mindset that passenger auto closeout took care of all people loading considerations without double checking that the ACM was included. Recurrence of the event can be prevented by verifying ACM is included when they are occupying jumpseat instead of relying on auto closeout.

## Synopsis

CRJ-200 flight crew reported failing to include the jumpseater in the weight and balance calculations.

ACN: 1815317

## Time / Day

Date : 202106

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : A321

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1815317

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

Were Passengers Involved In Event : N

When Detected : Taxi

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

After a 2 hour maintenance delay I was taxiing from gate XX to spot XX. My First Officer (FO) was just back from furlough and [was] a bit behind. He was having trouble with the ground frequencies so I diverted some of my attention to helping him with the frequency. In doing so I taxied across the line and my nose was out on taxiway Kilo. There were no other airplanes in the area but Ground did point it out to us (when we finally got the right frequency) that we were on taxiway Kilo. I've been doing this a long time and I violated one of my own rules- stop the aircraft and sort out the problem. I also did another thing that I strive not to do- micro-manage my FO. Causally speaking it was a wake up to me. Stop the plane.

## Synopsis

Captain reported passing the hold short lines on a taxiway due to distractions from helping his First Officer with tasks.

ACN: 1814641

## Time / Day

Date : 202106

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : STL.Airport

State Reference : MO

Relative Position.Angle.Radial : 0

Relative Position.Distance.Nautical Miles : 0

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Ground : STL

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Taxi

Route In Use : Direct

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 2100

Experience.Flight Crew.Last 90 Days : 7

Experience.Flight Crew.Type : 990

ASRS Report Number.Accession Number : 1814641

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Runway

Anomaly.Ground Incursion : Taxiway

Detector.Person : Air Traffic Control

When Detected : Taxi

Result.Flight Crew : Became Reoriented



Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During taxi on an IFR flight plan, I was cleared to taxi Foxtrot to Sierra to [Runway] 12L at STL. I had the taxi diagram displayed on the MFD of the G1000 and was using it for reference while taxiing. I became fixated on Runway 12R on the taxi diagram and was mistakenly thinking I was taxiing to [Runway] 12L but in fact was heading towards [Runway]12R. After the turn to taxiway Sierra, I informed Ground that I would need a 1 minute run-up prior to departure. During this exchange, ATC asked what I was doing and when I looked back to the taxi diagram, I realized that I had just crossed the departure end of [Runway] 12L. Ground asked me to taxi past [Runway] 12L and then stop, which I did. I apologized for my mistake and asked ATC for further instructions and was instructed to do a 180 back towards [Runway] 12L and hold. I've flown into many Class B airports without an issue but feel that at least one contributing factor was my infrequent flying since COVID. In a normal year, I fly 300+ hrs but in the past year have logged only ~60 hours. I spoke with my flight instructor and FAA examiner about the incident including factors that led to the incursion and thoughts about how to avoid repeating the incident in the future.

## Synopsis

Light aircraft pilot reported a runway incursion during taxi and cited lack of current flying experience due to COVID restrictions as a contributing factor.

ACN: 1814273

## Time / Day

Date : 202106

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : DFW.Airport

State Reference : TX

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Ground : DFW

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1814273

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway

Detector.Person : Air Traffic Control

When Detected : Taxi

Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Taxiing out from spot. Ground controller stated "After the heavy join Lima Zulu bridge to 18L". As trained, the FO (First Officer) read back the clearance and stated the clearance to the Captain. As the Captain, I stated the clearance back to the FO. As we proceeded to Lima taxiway the Ground Controller stated " Aircraft X where are you going?" The FO stated you " said join Lima.." upon to which I said to the FO that's what the Controller said. After being felt like we made a mistake. The FO and myself noticed this Controller made a few more clearance errors that needed to be corrected. The FO and I (Captain) discussed the event later on. Suggestions from our side that might have caused the event is that: 1) The Controller might have been tired at the end of their shift. 2) Controller had grown complacent and had expectation bias of what Company operated aircraft doing what they "normally" do. From the crew side of the event, we should have questioned the clearance since it was an abnormal clearance. Bring back pre- COVID staffing to ATC so proper rest can be had for ATC personnel.

## Synopsis

Air Carrier flight crew reported incorrect taxi clearance was issued by ATC and cited possible staffing issues at the controlling facility as a contributing factor.

ACN: 1813720

## Time / Day

Date : 202106

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Component

Aircraft Component : APU  
Aircraft Reference : X  
Problem : Failed

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Door Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1813720  
Human Factors : Physiological - Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Flight Attendant  
When Detected : Pre-flight  
When Detected : Aircraft In Service At Gate  
Result.General : Maintenance Action  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Primary Problem : Aircraft

Narrative: 1

Crew was waiting to board. On jet bridge when chemical smell very strong came upon us. We felt like we were ingesting it. Eyes teared throat burned. Looked at the plane and first class Galley was being boarded door was opened. That's why the smell came into the jet bridge. I immediately got my eucalyptus spray and tried to breathe it in. I have asked for over a year for the actual ingredients and again no reply. After being masked during boarding on the way to ZZZ. No APU. Sweltering in back of plane. Captain said was trying to get outside air. It is absolutely horrible that we have to deal with this and feel like their is a diaper on our faces. Absolutely disgusting! Can't breathe properly, can't hear my own flying partner yesterday at all. It creates a frustration and headache asking pax and flying partners to repeat themselves over and over. This is the continuous of over a year and I wrote at that time that I do not consent to this experimental tyranny. I can't see faces, can't describe anyone and it brings on anxiety when I can't even breathe. Being masked as a healthy person is the worst thing to do. It destroys our immune system.

## Synopsis

Air Carrier Flight Attendant reported a fume event while waiting to board passengers resulting in physiological symptoms.

ACN: 1812538

## Time / Day

Date : 202106

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 5000

## Environment

Weather Elements / Visibility : Turbulence

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Embraer Jet Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Component

Aircraft Component : Autothrottle/Speed Control

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1812538

Human Factors : Training / Qualification

Human Factors : Time Pressure

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1813001  
Human Factors : Workload  
Human Factors : Time Pressure  
Human Factors : Human-Machine Interface  
Human Factors : Confusion  
Human Factors : Training / Qualification

## Events

Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

On the departure, the First Officer (FO) had requested Heading Mode (HDG), Flight Level Change (FLCH) during the climb out as we were given a heading. It was bumpy and he was trying to comply with the SID instructions to speed up to 250 KIAS while hand flying in bumpy air. As we approached the 5,000 foot altitude restriction, he started to slow his climb for the level off, but didn't pull back on the thrust levers. The autothrottles were on, but we were not quite close enough to the altitude for the flight director to switch to "ASEL" on the FMA and begin capturing. In a climb, the auto throttles remain at full thrust in green FLCH until ASEL is annunciated, and since the FO was hand flying and beginning the level off before the Altitude Select (ASEL) annunciation, the speed began to pick up. As pilot monitoring, I noticed the airspeed at 255 KIAS with an increasing trend and I called out "airspeed" to alert him to the airspeed. He seemed confused and did not make any corrections. I then called for him to "pitch up" which he did slightly, but he mentioned the level off altitude that was approaching. I said to "pull the thrust back" and he seemed confused again and replied that the auto throttles should do that. I then pulled the thrust levers back myself to slow the aircraft down as the speed was starting to go past 260 KIAS. ATC gave us a "climb and maintain 7000" and a direct to one of the fixes. The FO pitched up for the climb and I was able to let go of the thrust levers as the speed was again under control. As we were climbing, ATC instructed us to climb to 16,000 and the FO called for "Autopilot On" prior to the next level off so there were no further issues. I reminded him that there is no speed protection in the level off for the FLCH mode if he is hand flying it and levels off early. ATC didn't seem to notice the increased airspeed, and the flight continued without further incident. The FO said that he finished IOE and for the next month was unable to get any flying from crew scheduling. He had less than 30 hours on the aircraft. The following month, he had to be in Country to check on family due to the COVID pandemic. He said that he had flown earlier that day and seemed to be comfortable in the plane. It became clear that he was rusty on the details concerning the FLCH mode. After I spoke with him about what happened, he said he understood and he did not make the same mistake on his flight the following day. Any time a pilot has less than 100 hours (consolidation) on an aircraft, and doesn't fly for more than 30 days, they should be given

a trip with an IOE instructor both to give them recency of experience and to refresh any forgotten material.

## Narrative: 2

During take off climbing to the assigned altitude of 5,000 in flight level change plane accelerated to 250K, during last 1,000 ft I shallowed the pitch as climb was getting a bit bumpy due to builds up around [the] area and I was trying to avoid flying through a cloud straight ahead. Captain advised me of speed increasing and passing 250 and I assumed the auto-throttle would have compensated for that as it was engaged. Leveling off to 5,000 speed past 260 and the Captain reached out the thrust lever decreasing power avoiding further deviation. Soon after cleared to 7,000 climb and flight continued with no further deviation. After IOE I was put on reserve and didn't fly for about a month, I then was able to pick up a line and fly just one sequence as a tragic event forced me to drop the rest of the month and travel overseas, as a result in 2 months I only flew 19 hours and that was my first day flying after a long stop. As newly typed on a new airplane I didn't immediately recalled the different ways the autothrottle responds, however soon after the event my Captain explained [to] me what happened and refreshed my memory on it. After IOE it would be good to assign some extra flight to help consolidate, maybe assigning more frequent flights and not letting more than 2 weeks without flying would avoid skills deterioration until the first 100 hours are reached.

## Synopsis

Air carrier flight crew reported turbulence and weak aircraft familiarity, resulted in airspeed mismanagement and confusion.



ACN: 1811045

## Time / Day

Date : 202105

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : LAS.Airport

State Reference : NV

Altitude.MSL.Single Value : 3700

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : LAS

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class B : LAS

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : LAS

Make Model Name : Helicopter

Flight Plan : VFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class B : LAS

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1811045

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

Human Factors : Distraction

## Person : 2

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1811047  
Human Factors : Human-Machine Interface  
Human Factors : Distraction  
Human Factors : Situational Awareness

## Events

Anomaly.Conflict : Airborne Conflict  
When Detected : In-flight  
Result.General : Flight Cancelled / Delayed  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Flight Crew : FLC complied w / Automation / Advisory  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

On approach to land in LAS from vectors, and cleared for the visual my Captain had just turned final at approximately 3,800 feet and was on a stable descent to land. At about 1,150 feet our RA dinged "traffic" which indicated about 200 feet below us. We couldn't see the traffic. At 940 feet to land (3,000 AGL), we had an RA warning go off due to a helicopter. The warning was to our right. We still couldn't see the traffic, but the warning soon turned into an announcement from our aircraft systems to "pull up" at 940 feet on the RA. My Captain immediately decided to call for a go-around and we executed the maneuver appropriately, were radar vectored back to land, chose the left runway to allow for some additional distance, and landed safely without incident. Cause - A busy weekend post COVID time when the helicopter industry was seeing a lot more activity. This particular situation was out of our control to avoid. We don't generally have issues with helicopter traffic, and in this situation at such a busy airspace, we could not disregard the RA instructions so low to the ground and at such a critical phase of flight. Considering the busy nature of the weekend and the idea we are experiencing such high post-COVID activity in Las Vegas, perhaps we as a crew could have suggested the left runway for some extra separation, but it's never been an issue in my time flying before.

## Narrative: 2

On visual approach fully configured turning final at approximately 3,700 feet, when rolled out on final an RA was enunciated and a subsequent go-around was performed. We returned to fly visual to the left runway with no further issues. Helicopter traffic operating too close to the active runway approach path. Either keep helicopter traffic further west or make the left the primary runway for south landing traffic.

## Synopsis

Air carrier flight crew on short final to LAS reported a go-around due to a TCAS/RA Alert for a VFR helicopter.

ACN: 1811010

## Time / Day

Date : 202105

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Fractional

Make Model Name : Light Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Component

Aircraft Component : Air/Ground Communication

Aircraft Reference : X

Problem : Failed

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1811010

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1811011

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

We departed on a Class II international trip. The previous day (with a different Second in Command), we had tested the HF radios by receiving a time hack on the WWV atomic clock HF frequency. We had a good operations check and assumed the HF radios were working properly. The day of the trip, we again tested the HF by receiving a time hack on the ground; however, we could not transmit on the primary and secondary frequencies at the time due to our close proximity to the FBO hangars. After departing and prior to coast-out, the Second in Command (SIC) (also an experienced Captain who happens to have a lot of experience with HF in the military) attempted to test the HF radios using the Primary Frequency and a Secondary frequency while I flew the plane and managed the VHF radios. Prior to coast-out, the SIC determined that the HF radios were not transmitting. We reviewed the Operations Manual to make sure we were operating the HF radio properly and to make sure we weren't missing anything. We determined that we were operating it accordingly and that we had tried everything we could in order to troubleshoot the problem. We briefly discussed our contingency options again prior to coast-out (including returning to our departure airport) and informed Center of the issue. Center informed us that there was a flight right behind that we could relay our position with until we got back in radar contact. After that, there would be a southbound flight that was paralleling our course that would relay for us until we reached our destination. After discussing this with ZZZ Center, the controller also assured us that this was a legal option. We made radio contact with the relaying flight on the VHF air-to-air frequency. After we were confident we could continue to communicate and relay, the SIC and I again discussed our options and contingencies and we both elected to continue. We relayed our positions successfully until we reached ZZZ Center on VHF again. Our next contingency plan was that if we couldn't relay with another flight we would divert as ATC did not have any northbound traffic for us to relay with in order to return state-side. During this time, we briefed the passengers on the possibility of [diverting]. I transferred the controls to the SIC so that he could fly while I coordinated with ATC, relayed our position, plotted our course, and kept up with the NavLog in an effort to reduce each other's workload. He had worked hard attempting to troubleshoot the HF radios, meanwhile having me manage the radios and navigation allowed me to handle the lost HF event. Once talking to ZZZ Center, we made VHF contact with the southbound flight and we were confident that we could continue relaying position reports, we elected to continue to our destination via relay. We recorded each waypoint along the route on the NavLog and plotting chart, and successfully relayed each one. The other flight in turn would verify that each reporting point was received by ATC. Once we were within range of ATC, we contacted via VHF, they confirmed radar contact, we again exchanged the flight controls (I resumed pilot-flying duties and the SIC resumed pilot-monitoring duties) and we continued the rest of the way to our destination on VHF radios in the radar environment. The rest of the flight was uneventful. After deplaning our

passengers at the destination, I called Maintenance Control to create a write-up and MEL the HF radios. The MEL restricted us to VHF communication. The log was completed and the MEL was complied with. My next call was to Operations to inform them of the issue and restrict the aircraft to "Class 1 navigation only" until maintenance could fix the HF radios. The remainder of our scheduled trips were within radar service areas, so there were no additional operational issues concerning the HF radios and the MEL. As a side note, despite being a stressful situation, I believe the SIC (another Captain) and I handled the situation quite well all things considered. We communicated, risk assessed, and split duties effectively. If ATC hadn't assured us this was a legal option (it sounded like we weren't the first one to have this problem) or other flights had not been willing or able to help us relay our position, then we would have definitely had to have returned to our departure airport or diverted after burning off a bunch of fuel to get the plane below landing weight. These HF radios probably have not been exercised in over a year due to COVID-19 international travel restrictions and lack of Class II flying. While we did test the HF the previous day by receiving a time hack, we did not check the transmit function of the HF radios. We checked the HF radios reception the previous day by receiving the time hack; however, we did not test the transmit function of the radio. Checking the transmitter the day before would have allowed us to MEL the HF earlier and prevent this trip from occurring on this tail number. Also I would recommend that as we continue to develop training scenarios as part of our recurrent training programs, that we include Class II navigation scenarios to supplement that training. In a normal year (without pandemic-level travel restrictions), we don't individually get to perform very many Class II trips. I believe including Class II training scenarios, including what to do during lost-comm events as well as other emergencies such as single-engine failure, depressurization, and medical emergencies), would be extremely beneficial in building decision-making processes in a Class II environment.

## Narrative: 2

During the departure, I told the PIC that I would conduct the FMS navigation check and the HF check. The FMS navigation check was conducted almost immediately using a VOR. The HF check was another story. On deck at departure airport, I was having issues getting a radio check on the ground with ZZZ Radio, but after discussing with maintenance, we collectively thought it was interference from the hangars right at the ramp. An air check was required. We could hear the HF clock on 10000 MHz but just could not raise ZZZ Radio. As the departure airport is very close to the ocean, we coasted out as I was attempting to get the HF to work. Both HF radios seemed to be having a common issue with transmitting; this despite being able to hear intermittently HF traffic. I was able to tune the radios but continued to fail in any contact with ZZZ Radio. (HF1 seemed to not electronically tune as I pressed to transmit; HF2 seemed to tune pressing transmit, but no one could receive). While the PIC flew the plane (and spoke with ATC), I continued to trouble shoot the radios exhausting all system knowledge. We even pulled the manual out to make sure I was not missing anything. During my troubleshooting of the radios, the PIC was provided an option from ATC of relay with other aircraft. Specifically, there was another aircraft very close by our position. The other aircraft pilots agreed to take our HF relay if we needed that option. At this point, I reported to the PIC that our HF radios were failed. We were pretty much at the final fix prior to HF operations (20 minutes after takeoff). We both discussed the options prior to committing to the HF relay. We could turn around and head back. We could relay with other aircraft. We could also pick up another relay that could take us all the way down (or perhaps back to ZZZ if we wanted that option). We decided to continue with company to keep the flight going safely. The clients were kept informed. ATC was kept completely in the loop. As we entered radar control, ATC called to tell us that there were no northern flights that could help us get back but there was an Air Carrier flight which was willing to relay HF the remaining way. Since the

remaining oceanic airspace had 3 more fixes, we decided that this was a safe option allowing us to keep the mission on track. With ATC facilitation, we contacted the flight while in radar control and established the link for our HF relay. The HF relay with the Air Carrier took us into ATC airspace. The rest of the flight was uneventful. Primarily, we both felt comfortable that we could continue to our destination safely. Secondly, This HF teaming, thanks to ATC, [and other flights] allowed our passengers to get to their destination with all the COVID restrictions compliances intact for their entry (a significant travel issue). Cause, aging equipment. I am not sure that this HF failure can be avoided. Perhaps we need to do more checks of our equipment and keep them at a higher standard of repair and readiness.

## Synopsis

Fractional jet crew reported their HF Radio did not work during a flight through non radar airspace so they relayed required position reports through other aircraft.

ACN: 1810679

## Time / Day

Date : 202105

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 9336

Experience.Flight Crew.Last 90 Days : 153

Experience.Flight Crew.Type : 6213

ASRS Report Number.Accession Number : 1810679

Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors



## Narrative: 1

While preparing for departure we were interrupted in the middle of our pre-departure brief several times as a result of not having enough time to complete all required checks to be ready for all other work groups checking in before departure. Scheduled hotel pick up time put us at the airport right at 45 minutes. However, because of the requirement to accomplish COVID temperature check, and health screening, we arrived at aircraft with not enough time to complete all the International/Oceanic checks before the different team members that need to check with us to be ready to depart (i.e.: gate agent, ramp, flight attendants etc.) began to check in. Especially, when all other work groups were ready to depart 10 minutes before departure time and we were trying to catch up with our checks. This time constraint created a significant threat as every time we got interrupted there was the possibility of missing something in addition to the extra mind workload of having to shift attention and re-focus.

## Synopsis

Air carrier Captain reported numerous interruptions caused distractions during pre-departure checks and caused concern over following published procedures.

ACN: 1810630

## Time / Day

Date : 202105

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZJX.ARTCC

State Reference : FL

Altitude.MSL.Single Value : 19000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZJX

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Flight Phase : Climb

Route In Use : Vectors

Airspace.Class A : ZJX

Airspace.Class E : ZJX

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZJX

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZJX

## Person

Location Of Person.Facility : ZJX.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 4

ASRS Report Number.Accession Number : 1810630

Human Factors : Distraction

## Events

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Issued New Clearance

Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Aircraft Y landing VPS was descending over V198 to FL200. Aircraft X, a departure from CQF in P31, was vectored NE bound to climbing to FL190 to allow Aircraft Y to descend south of the aircraft. Traffic was called to both aircraft. Aircraft X read back "200 Aircraft X" which was not caught or verified by the controller. The controller was busy separating aircraft arriving and descending to the northeast CEW landing VPS. When the controller noticed Aircraft X starting to climb, Aircraft Y was turned 25R to the southeast to try to get some lateral separation. At first since the targets were close, I thought it was MODE C interlace. Since I was unsure what altitude Aircraft X was climbing to I decided to try to get lateral separation instead of vertical. Upon further query Aircraft X misunderstood the traffic call and thought it was a climb to FL200. Traffic at the CEW sector has increased by multitudes over the past year due to numerous airlines starting and expanding service to the FL panhandle. Before COVID, the departure list from the 3 panhandle complexes (P31, Eglin RAPCON, and Tyndall RAPCON) rarely went over 30 proposed departures. Now we are regularly seeing 40-50 proposed departures. When the military airspace gets activated, the sector becomes an inverse T with about 10 MI on either side of the "T" to separate commercial jets, slow props, military trainers, and fighters. The departures and arrivals are all filed over the same fix CEW creating a dangerous situation with minimal time to solve conflicts. There should be a redesign of this sector.

## Synopsis

ZJX Center Controller reported an aircraft started a climb due to incorrect readback/hearback which resulted in a loss of standard separation.

ACN: 1810171

## Time / Day

Date : 202105

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZJX.ARTCC

State Reference : FL

Altitude.MSL.Single Value : 37700

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZJX

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZJX

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZJX

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class A : ZJX

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1810171

Human Factors : Time Pressure

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1810175  
Human Factors : Time Pressure

## Events

Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Automation : Aircraft RA  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Provided Assistance  
Result.Aircraft : Equipment Problem Dissipated

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We had been cruising at FL370 for almost an hour. We were with Jacksonville Center on frequency 135.62. At about 86 NM south of CAMJO - proceeding direct, we received a TCAS traffic advisory. While decreasing the range scale on the Navigation Display and trying to acquire the traffic, the advisory transitioned to a TCAS Climb RA. At the same time, Jacksonville Center told 'Aircraft Y [we were Aircraft X] to turn 50 degrees right. We were already performing the TCAS RA maneuver as this call came in. Clear of conflict came about 37,700 and we smoothly transitioned back to FL370. Jacksonville pointed out additional traffic above us to our left as we transitioned back to our assigned altitude and cleared us back to direct CAMJO. Jacksonville was told on the radio of us responding to a TCAS RA. Dispatch was contacted by ACARS to report the event. ATC doing more with less during the pandemic. Controllers should only work a single frequency.

## Narrative: 2

We had been cruising at FL370 for almost an hour. We were with Jacksonville Center on frequency 135.62. About 86 NM south of CAMJO - proceeding direct, we received a TCAS traffic advisory. While decreasing the range scale on the ND and trying to acquire the traffic, the advisory transitioned to a TCAS Climb RA. At the same time, Jacksonville Center told Aircraft Y to turn 50 degrees right. We were already performing the TCAS RA maneuver as this call came in. Clear of conflict came about 37,700 and we smoothly transitioned back to FL370. Jacksonville pointed out additional traffic above us to our left as we transitioned back to our assigned altitude and cleared us back to direct CAMJO. Jacksonville was told on the radio of us responding to a TCAS RA. Dispatch was contacted by ACARS to report the event. A report was filed.

## Synopsis

Air carrier flight crew reported an airborne conflict resulting in a TCAS RA.

ACN: 1809981

## Time / Day

Date : 202105

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : Marginal

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Taxi

Route In Use : Vectors

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1809981

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1809977

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Crew  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were delayed and were trying our best to make up time and get out as close to on time as possible. Cause - Delayed, passenger mask issue, bad headset. Suggestions - Finish a checklist or task before moving onto the subsequent item on a to do list. Before Start Checklist below the line was called for but right at that moment, we were simultaneously distracted by both Ramp Agent and the Flight Attendant with a passenger issue. We diverted our attention to the two external factors and did not finish the checklist. Had we appropriately created a boundary between what was most important at the moment, we would've not missed the checklist prior to push back. It wasn't until after push back commenced that we realized we had not completed the checklist.

## Narrative: 2

We were delayed significantly due to weather in ZZZ, there were distractions due to ramp headset squeals and a passenger issue regarding a mask. We forgot to complete the before start checklist below the line checklist before pushing back. Cause - Passenger issues, ramp headset issues. Suggestions - Due to being late, I identified mistakes due to rushing was a threat. The mitigation strategy was to continue our efficiencies until push back time. The distractions caused us to miss the completion of the before start checklist below the line until after push back started. We will be more careful next time.

## Synopsis

Air carrier flight crew reported deviations from standard practices due to distractions in the cabin, causing check list omissions.



ACN: 1809587

## Time / Day

Date : 202105

## Place

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

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase.Other

## Component

Aircraft Component : Emergency Equipment  
Aircraft Reference : X  
Problem : Malfunctioning

## Person

Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Dispatch : Dispatcher  
Qualification.Dispatch : Dispatcher  
ASRS Report Number.Accession Number : 1809587  
Human Factors : Communication Breakdown  
Human Factors : Workload  
Communication Breakdown.Party1 : Dispatch  
Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Flight Attendant  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Equipment / Tooling  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Flight crew sent an ACARS message asking Maintenance Control to apply 2 placards for Aircraft X. I was not familiar with the placards so I called Maintenance for some information. Maintenance told me the placards the crew was referencing for use of the Thermal Containment Bag (TCB) on the aircraft. Maintenance further stated that the crew would need to write the use of the TCB up in the logbook and describe why used. I sent an ACARS message to the crew relaying the information from Maintenance Control. The crew stated that the TCB had been used for a passenger's charging device in the cabin that had overheated. I had also been in exchanging ACARS messages with this flight regarding 2 passengers not complying with mask policy. I also had a medical issue on [another] flight. It took several attempts to establish the ARINC patch and several call before MEDLINK was able to provide guidance for a passenger that had passed out. I did inform the supervisor of my difficulty reaching MEDLINK, but I did not advise him of use of the TCB on Aircraft X.

## Synopsis

Air Carrier Dispatcher reported a communication breakdown with Maintenance regarding Thermal Containment Bag replacement.

ACN: 1809572

## Time / Day

Date : 202105

## Place

Locale Reference.Airport : EWR.Airport

State Reference : NJ

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : EWR

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Flight Phase : Final Approach

Flight Phase : Landing

Flight Phase : Initial Approach

Airspace.Class B : EWR

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 10584

Experience.Flight Crew.Last 90 Days : 203

Experience.Flight Crew.Type : 7800

ASRS Report Number.Accession Number : 1809572

Human Factors : Communication Breakdown

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

During the last 15 months of the pandemic, with greatly reduced traffic volumes, Newark Tower has used the primary tower frequency for the VFR traffic traversing the Class B airspace (helicopters and VFR sight-seers) which used to be on a discreet frequency with their own controller. Now that airliner traffic is returning to normal volumes at Newark, the Tower needs to go back to a dedicated control station and frequency for the helicopter and VFR traffic in their airspace. There is just too much workload and frequency congestion, especially in the early am and afternoon rush hours.

## Synopsis

Air Carrier pilot reported excessive frequency congestion at EWR airport due to VFR transitioning aircraft using the same Tower frequency as arrival and departure traffic. The reporter stated these operations used to have separate frequencies to alleviate the congestion.

ACN: 1809171

## Time / Day

Date : 202105

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 7500

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : A319

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use.Localizer/Glideslope/ILS : XXC

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Check Pilot

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1809171

Human Factors : Training / Qualification

Human Factors : Time Pressure

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

Were Passengers Involved In Event : N

When Detected : In-flight

Result.Flight Crew : Became Reoriented

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Chart Or Publication

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Software and Automation

Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Supervising a requalification of a Captain who has not flown in over 14 months. He was Pilot Flying. Given clearance to "cross ZZZZZ at 8,000 [feet], cleared ILS [Runway] XXC". We had briefed ZZZ note about not flying glide slope until Final Approach Fix. Captain set 2,200 feet Final Approach Fix altitude and instead of pushing managed descent, pulled open descent. We were outside of ZZZZZ1 and I noticed the Flight Mode Annunciator and that aircraft was not going to level at 8,000 feet. I announced LEVEL OFF three times then intervened with Push to Level about 7,500 feet. I instructed Captain to climb to 8,000 feet as ATC said, "...I see you are going to 7,000, re-cleared to cross ZZZZZ2 at 7,000', re-cleared ILS XXC." Not having flown in 14 months, the muscle memory may or may not be there. We must always VERIFY what input we make and MONITOR aircraft for compliance, being ready to intervene if necessary.

## Synopsis

A319 Captain Check Airman re-qualifying another Captain reported the Captain failed to comply with a crossing restriction issued by ATC during approach.

ACN: 1809013

## Time / Day

Date : 202105

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 21000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ1

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Aircraft Operator : Military

Make Model Name : Military

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class A : ZZZ1

## Person

Location Of Person.Aircraft : X

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 14

ASRS Report Number.Accession Number : 1809013

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Fatigue

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Aircraft X was climbing out of about 20,000 feet when I switched him to the High Altitude sector. He was handed off to ZZZ1 Center High altitude sectors. A little while later the low altitude sector pointed out an aircraft at 23,000 feet going eastbound. I was thinking that they were showing it to me because the same guy was working both planes but that was not the case. I got so use to ZZZ1 Center sectors being combined down there that I didn't put together that I hadn't pointed out the Aircraft X in the climbout to the low side and he didn't know anything about him pointed right at the other aircraft. ZZZ1 Center had to turn both planes last minute to avoid and situation. I ended up violating a sector in ZZZ1 Center and cause a unsafe situation with two aircraft they were forced to turn. I am trying to adjust back to a normal schedule and this is the first day shift I have worked since last month so my sleep schedule is a little chaotic as I am trying to adjust. Not sure anything is needed to be recommended it should have been obvious on my first day shift back in normal operations that things would not be the same as they have been because of the pandemic.

## Synopsis

A Center Controller reported they assumed adjacent sectors were combined but they were not, which resulted in an airspace violation and two aircraft on conflicting routes entering the next facility sector.



ACN: 1808926

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Maintenance Status.Maintenance Deferred : N

Maintenance Status.Records Complete : Y

Maintenance Status.Released For Service : N

## Component

Aircraft Component : Escape Slide

Aircraft Reference : X

Problem : Improperly Operated

## Person

Location Of Person.Aircraft : X

Location In Aircraft.Other

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Function.Maintenance : Inspector

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1808926

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Maintenance  
Were Passengers Involved In Event : N  
When Detected : Routine Inspection  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Manuals  
Primary Problem : Human Factors

## Narrative: 1

On Date Mechanic Name requested me to witness the removal and storage of the over wing slide bottle pins of the left and right wing slide bottles. The corrected action block of the non routine stated as such and that is what I witnessed and signed off as RII (Required Inspection Item). I saw nothing at the time directing the arming of the left and right over wing doors. I'm not sure why the disarming of the left and right over wing doors was written up on a non routine. There should be a Task Card for storing an aircraft and specific items called out to prepare the aircraft for storage, and to put the aircraft back into service.

## Synopsis

Technician reported confusion in signing off items when returning an aircraft to service after storage.

ACN: 1808495

## Time / Day

Date : 202105

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Dusk

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737-700

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Taxi

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1808495

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 2

Experience.Flight Crew.Type : 7500

ASRS Report Number.Accession Number : 1808490  
Human Factors : Training / Qualification  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : Taxi  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

This was the second leg of an OE for the First Officer who was returning to the line after more than one year on leave. We had planned and briefed a Single Engine Taxi (SET). I asked the Pushback Crew to push the aircraft "towards ZZZ" to better align us for SET Ops. As we were pushing, I noticed a Company aircraft on the adjacent gate was also getting ready to push and commented to the First Officer that we might have to start both engines to safely taxi away. I then realized we could make a left 270 to make our turn towards the east, to taxi to the planned runway. The Pushback Crew asked for me to set the brakes and I complied, then asked me to set the brakes as they were pulling away. This caused a chuckle from both he and I as he got jumbled with his scripted words. The First Officer had completed the #2 engine start and started his flow. He got to the Air Conditioning panel and asked if it was set correctly. I reached up and turned the #2 engine bleed on and commented that the pack was now being powered. Between the chuckle with the Pushback Crew and the First Officer query, I lost my focus and didn't notice the FO did not complete his flow and callout. I was also concerned with getting the aircraft moving in the left 270 before Company pushed. The FO called for taxi and we proceeded down CS and Mike. After being cleared onto Mike and seeing there was no line for Runway XX, I called for #1 engine to be started. The FO started it and did his After Start Flow, noticing and announcing that we hadn't set the flaps. I verified this, stopped the aircraft and commanded flaps 1, Before Taxi Checklist. These items were accomplished, we continued with normal operations and took off and flew to ZZZ1 without further incident. Don't get distracted during critical phases of flight, specifically when very specific cues are used to command flaps and run checklists.

## Narrative: 2

During the Crew brief, and prior to pushing back in ZZZ, the Captain briefed a single-engine taxi (SET). The Captain requested from the Tug Operator that the pushback be angled toward the turnout direction, to facilitate an easier SET break away to begin taxi. When the pushback was complete, we discussed whether or not to start the remaining #1 engine, and abandon the SET plan, because the Pushback Crew had not pushed the aircraft in the position instructed. Ultimately, we decided to request, from the Ramp

Controller, a turn in the opposite direction and continue with the SET plan. Being on the second leg of OE, and getting familiar with the switch positions of the pressurization panel, I had stopped my after start flow at that panel, to ask the Captain a question. Inadvertently and after that interruption, I neglected to continue the flow to its completion. Subsequently, we began our taxi without setting the flaps, which helps to trigger the Before Taxi Checklist. When we eventually started the #1 engine during taxi out, I noticed that the flaps had not been set, as I usually re-check the items on an after start flow. We stopped the aircraft, set the flaps, and completed the Before Taxi Checklist. The flight continued as normal. I think that getting further comfortable with the pressurization panel, and that particular flow, will increase situational awareness and become less of a distraction.

## Synopsis

B737-700 flight crew reported confusion and communications problems during push back and taxi.

ACN: 1808147

## Time / Day

Date : 202105

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : DVT.Airport

State Reference : AZ

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Ground : DVT

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Taxi

Route In Use : None

Airspace.Class D : DVT

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 657.3

Experience.Flight Crew.Last 90 Days : 1.1

Experience.Flight Crew.Type : 457

ASRS Report Number.Accession Number : 1808147

Human Factors : Training / Qualification

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Runway

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Took Evasive Action

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### Narrative: 1

I taxied just past the runway hold at C3 from D3 in an effort to perform run up clear of the main taxiway. The hold lines had been moved back and I was now over the hold line. I realized I was over and did a 180 back to taxiway C and called ground for instructions to taxi back to the hangar. I just completed the Runway safety course yesterday and am beginning recurrent training this afternoon. My plane was just out of annual and after an extensive preflight I wanted to do a few trips around the pattern to help verify the soundness of the aircraft before I took my flight instructor up with me. I am fairly new to DVT. It is way more complicated on the ground and in the air here than I was accustomed to so I wanted to get with an instructor before I flew around the area too much. Then Covid hit and I couldn't go up. None of this is an excuse. It is just background that I hope will be helpful.

### Synopsis

Private Pilot reported runway incursion occurred during taxi and cited being new to the airport as a contributing factor.

ACN: 1808027

## Time / Day

Date : 202105

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Initial Approach

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1808027

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Situational Awareness

Human Factors : Time Pressure

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1808032

Human Factors : Time Pressure

Human Factors : Situational Awareness

Human Factors : Training / Qualification

## Events



Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

I am a little rusty because I haven't flown much over the past 12 months. We had a tailwind on final, but as ZZZ frequently does, they asked us to keep our speed up and maintain 180 knots until ZZZZZ (the final approach fix on XL ILS). I had configured to flaps 10 and gear down before ZZZZZ. After we crossed ZZZZZ I finished configuring but the plane did not want to slow down after flaps 25, possibly because we hit a gust or went through a shear zone. I was so distracted by the amount of difficulty I was having getting the plane to slow down so I could call for flaps 30 that I didn't realize we were lowering the flaps to 30 just as we passed through 1,000 feet. The tailwind on final, ZZZ's request for us to keep our speed up, my relative lack of proficiency and my not paying close enough attention to our altitude were the causes for my error. I will start configuring even earlier when contending with a tailwind on final.

## Narrative: 2

After fully configuring the aircraft for landing, I realized that we were below 1,000 feet. A tail wind, ATC assigning 210 knots on final, and a lack of recent experience all combined played a role in my late recognition of configuring below 1,000 feet. Configuring the aircraft earlier, and paying closer attention to procedures.

## Synopsis

Air carrier flight crew reported an unstabilized approach due to lack of recent flying experience, weather, and ATC instructions.

ACN: 1807842

## Time / Day

Date : 202105  
Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower  
State Reference : US  
Relative Position.Angle.Radial : 150  
Relative Position.Distance.Nautical Miles : 3  
Altitude.AGL.Single Value : 500

## Environment

Flight Conditions : VMC  
Weather Elements / Visibility.Visibility : 50  
Light : Daylight  
Ceiling.Single Value : 12000

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ2  
ATC / Advisory.Tower : ZZZ  
Aircraft Operator : Personal  
Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear  
Crew Size.Number Of Crew : 1  
Operating Under FAR Part : Part 91  
Flight Plan : IFR  
Mission : Personal  
Flight Phase : Initial Climb  
Route In Use : Direct  
Route In Use.SID : ZZZZZ2  
Airspace.Class D : ZZZ

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Personal  
Function.Flight Crew : Single Pilot  
Qualification.Flight Crew : Commercial  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 1230  
Experience.Flight Crew.Last 90 Days : 11.6  
Experience.Flight Crew.Type : 707  
ASRS Report Number.Accession Number : 1807842  
Human Factors : Communication Breakdown  
Human Factors : Training / Qualification  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

After departing ZZZ for ZZZ1 on an IFR flight plan, at about 500 feet AGL and 2 miles from the airport I switched frequency from ZZZ Tower to ZZZ2 Center before being asked to switch frequency by the tower. I have not flown IFR for more than one year due to COVID. I recently completed a Flight Review and Instrument Proficiency Check, but this was only the second IFR cross-country flight since then (the first was from ZZZ1 to ZZZ a few days earlier), and the first departing from a towered field. This led to my improper ATC communication procedure.

## Synopsis

Single Private Pilot reported, after a year away from flying due to COVID-19, not following proper IFR communication procedures after departure.

ACN: 1806767

## Time / Day

Date : 202105

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft.Other

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 3716.95

Experience.Flight Crew.Last 90 Days : 132.35

Experience.Flight Crew.Type : 132.35

ASRS Report Number.Accession Number : 1806767

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Distraction

## Person : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 4610.63

Experience.Flight Crew.Last 90 Days : 231.75

Experience.Flight Crew.Type : 4610.63

ASRS Report Number.Accession Number : 1806538

Human Factors : Time Pressure  
Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Ground Strike - Aircraft  
Detector.Person : Other Person  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

On date, I was informed that I flew an aircraft with un-reported tail strike damage. The flight in question was Aircraft X. I don't remember very many specifics from my walk around. I showed up to the airport in ZZZ a little early that day because my spouse had traveled to ZZZ with me on the overnight and she was leaving on a slightly earlier flight. The Captain and I ended up meeting up at KCM [Known Crew Member] to begin our day. I was slightly delayed getting through security due to no one attending the KCM station and then being selected for random screening. I don't recall feeling rushed though as a result. If I recall correctly, it was a sunny or partly cloudy day, and I almost always wear sunglasses during daylight hours. One threat that occurs is due to Airlines mask wearing policy. While wearing a mask and sun glasses on a walk around, the lenses become fogged often-creating a visibility issue. I am constantly battling this issue on clear, sunny days. Performing multiple walk around a day and per trip, I am having a tough time recalling what the ramp conditions were like with regards to belt loaders and ground equipment around the airplane. I do recognize the threat that dodging ground equipment and vehicles and other equipment around the airplane opens the door for distractions and the potential to miss important items on the walk around.

## Narrative: 2

I was notified by flight operations that the aircraft I flew on this flight had experienced a tail strike 2 flights prior to this flight that subsequently went unnoticed for a total of X additional flights including this flight. I did not perform a walk around inspection on this flight but the First Officer did. I do not recall a rushed departure as evidenced by the fact that we pushed 8 minutes prior to schedule but the First Officer did get selected for random additional screening that morning upon going through KCM [Known Crew Member]. I stopped on my way to the aircraft to get something to eat. The delay from the random screening as well as the fact that I did not arrive at the flight deck until approximately 25 minutes prior to scheduled departure may have caused the F/O to feel rushed when he did the walk around inspection, I am not sure.

## Synopsis

Air carrier flight crew reported being advised the aircraft had a reported tail strike that they had not noticed, and distractions from wearing masks to do required checks.

ACN: 1806496

## Time / Day

Date : 202105

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 17000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

Airspace.Class E : ZZZ

## Person

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 25

ASRS Report Number.Accession Number : 1806496

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Workload

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Other

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was working Position X. Position Y was feeding me the arrivals. I was not talking to Aircraft X. He was getting close to ZZZZZ the fix prior to approach. I think Position Y was having a hard time because ZZZ1 sector was busy and not shipping all the aircraft. I pointed to the Aircraft X and told Position Y to give Aircraft X FL190 because I was not talking to that aircraft and he had needed to start down. Consequently, I was not talking to the aircraft in time to get him down. And working without a D-side to make the call, I handed the aircraft off high to ZZZ2 Approach. He should have crossed the boundary at 120 but he was more like 170 crossing. They took the hand off and I switched the aircraft. My recommendation is more D-sides. I know there is COVID and we seem to work with fewer controllers and not have the numbers in the control room as usual. And everyone needs a break. We try to have a good work break balance. Talking to the aircraft in a timely manner would help also. As controllers to do our best in switching aircraft in a timely manner. Maybe a better, faster way to get in touch with the pilot. I think I went through company, the last controller, guard frequency, the supervisor. I think it was another company airline that got a hold of him, or that could have been another instance. Yesterday was busy with weather and the situations are all blurring together. And a D-side could have helped to make the call. I kept my eyes on the other air traffic situations to keep them flowing smoothly as well. Thank God approach took that hand off. The sector would have been 10 times more difficult if I had to spin that aircraft to get him to 120 by ZZZZZ and concentrate on the other issues by myself.

## Synopsis

Center Controller reported not being able to talk to an aircraft and the prior sector was having difficulties which left the aircraft high at a crossing restriction.

ACN: 1806206

## Time / Day

Date : 202105

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use.STAR : ZZZZZ

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1806206

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Undershoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Issued New Clearance

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related



## Narrative: 1

On STAR into ZZZ I was high and was not going to make a mandatory crossing altitude. Prior to it I asked the controller if I could be relieved of that restriction and he said yes. I had not been into ZZZ since COVID and as such didn't realize that ZZZ, being a large International hub, was still operating way under capacity compared to domestic airports, meaning vectors to final were fast. I was hand flying without autopilot or auto throttles which I do typically once a trip to stay in practice. After I was given the arrival clearance the First Officer, not being familiar with ZZZ couldn't find frequency to talk to once on the ground and was asking me to help him find it. As I was flying and looking over my iPad to find the frequency I then realized I was high and requested relief from one of our crossing altitudes which was given prior to that crossing restriction. I should have just waited until on the ground to look up frequency or turned automation back on.

## Synopsis

Air carrier Captain reported being high on a STAR and asking ATC for relief.

ACN: 1805938

## Time / Day

Date : 202105

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 25

ASRS Report Number.Accession Number : 1805938

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

The lead Flight Attendant was so uptight with a passenger not complying with the Mask policies, [Flight Attendant] thought it was prudent to chime the cockpit during landing rollout and advise the flight crew to notify a Supervisor to meet the aircraft. This was a direct violation of sterile cockpit procedures. Because flight crews repeatedly experience chimes from the cabin while in simulator training, they are most associated with fire or critical aircraft issues. This is never a good time to chime the cockpit unless it is an emergency. Especially for a mask compliance issue. Relaxed emphasis from Leadership on the tattling on passengers for improper use of masks (never saw this type of behavior from FA when it came to early seat-belt releases. Reissued sterile cockpit etiquette with a bulletin on scenario that are and are not acceptable for chiming the cockpit during landing rollout.

## Synopsis

Captain reported a Flight Attendant distracted the flight deck crew during the landing rollout to inform them a passenger was not conforming to face mask policy.

ACN: 1805820

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 0

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 12000

RVR.Single Value : 3500

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Personal

Flight Phase : Takeoff / Launch

Route In Use : Direct

Airspace.Class D : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft

Flight Phase : Taxi

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 2369

Experience.Flight Crew.Last 90 Days : 2.5

Experience.Flight Crew.Type : 2311

ASRS Report Number.Accession Number : 1805820

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Training / Qualification  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

#### Person : 2

Location Of Person.Facility : ZZZ.Tower  
Reporter Organization : Government  
Function.Air Traffic Control : Local  
Qualification.Air Traffic Control : Fully Certified  
ASRS Report Number.Accession Number : 1803874  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : Flight Crew

#### Person : 3

Location Of Person.Facility : ZZZ.Tower  
Reporter Organization : Government  
Function.Air Traffic Control : Local  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 7  
ASRS Report Number.Accession Number : 1803872  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Human Factors : Other / Unknown  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : Flight Crew

#### Events

Anomaly.Conflict : Ground Conflict, Critical  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Taxiway  
Detector.Automation : Air Traffic Control  
Detector.Person : Air Traffic Control  
Miss Distance.Horizontal : 0  
Miss Distance.Vertical : 100  
When Detected : In-flight  
Result.Air Traffic Control : Issued Advisory / Alert

#### Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

#### Narrative: 1

I taxied from the southeast ramp intending to use Runway XXR for takeoff. When exiting the ramp Taxiway Alpha has an unmarked entrance at the very southeast end of the airport. While holding at the entrance line to Alpha ground cleared me to the Bravo run-up area just ahead of me. I did so crossing two separate dash lines on the pavement and

then turned 180 deg facing back at the ramp. I saw no sign for the Bravo Taxiway nor for Runway XXR. The Tower cleared me for takeoff, but did not say to use Bravo to get to the runway which was behind me. Once cleared for takeoff I crossed both sets of dashed lines thinking I was on Runway XXR but later realized I was aligned with a taxiway. The contributing factors were entering Taxiway A at an unmarked intersection and then crossing two sets of dashed lines to the run-up area that had no marking signs. Once at the run-up area I did not see any signs for Taxiway Bravo or [Runway] XXR. Perhaps another contributing factor was not flying for seven months prior to this flight because of COVID. In retrospect during flight planning, I should have gotten an enlarged airport diagram and studied it thoroughly, anticipating my route to the assigned runway and noting any potential issues in advance. I would then zoom in on satellite maps to clarify what it actually looked like on the ground. If that didn't clear it up I would call Ground Control and discuss it with them before arrival. If I'm ever uncertain when actually taxiing I can always ask for progressive taxi instructions from Ground Control.

#### Narrative: 2

Aircraft X was issued a takeoff clearance for Runway XXR and departed on Taxiway "A" which runs parallel to the runway. The Local Controller was issuing traffic to other aircraft and did not see the Aircraft X rolling on Taxiway "A". By the time we caught it I told the local controller not to cancel the takeoff clearance as it was heading directly for Aircraft Y that was taxiing opposite direction on Alpha and the departing aircraft would not have had the space to stop before a collision would've ensued. The departing aircraft passed what I estimate to be 70-90 feet above Aircraft Y on the taxiway. Recommendation - Continuation by the FAA to inform and educate pilots on the hazards associated with wrong surface departures.

#### Narrative: 3

Aircraft X was in the Taxiway Bravo run up area when he called me ready for departure. An aircraft landed on Runway XXL and was instructed to hold short of Runway XXR at Delta for the departing traffic. I cleared Aircraft X for takeoff off of Runway XXR, but he only read back his call-sign, which I did not realize until I the read back was listened to. I see Aircraft X start to pull forward away from Aircraft Z that was in the run up area with him and I continue with my scan and other tasks. A few seconds go by and my scan brings me back to the departing Aircraft X and I notice he is [on] takeoff roll on Taxiway A. Not on frequency, I yell "whoa whoa whoa" while looking down for his call-sign to cancel his takeoff clearance. I start my transmission to cancel his takeoff clearance but decide to let him continue with his takeoff because he started to rotate. There was Aircraft Y on Taxiway A taxiing toward Aircraft X. Aircraft X passed over the Aircraft Y by approximately 100 feet. Aircraft X asked if I cleared him for takeoff off of Runway XXR, in an attempt to figure out what he did wrong. I informed him that his clearance [was] for Runway XXR, however, he departed off of Taxiway A. This event was caused by the pilot not recognizing that he was departing from a taxiway. The only way I can prevent this from happening again is if I keep my eyes on aircraft that are cleared for takeoff from the moment, I issue the clearance until they start their takeoff roll. I am not sure if that is the expectation while working other aircraft.

#### Synopsis

GA pilot and ATC Tower personnel reported the pilot departed from a taxiway resulting in a conflict. Pilot cited lack of flying as a contributing factor.

ACN: 1805497

## Time / Day

Date : 202105

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1805497

Human Factors : Physiological - Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Weather / Turbulence

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Weather

Primary Problem : Ambiguous

## Narrative: 1

Ramp Service personnel are required to work outside in the elements while wearing a face mask as per the Government mandate. It is heating up very quickly in ZZZ. While we understand the importance of the mask mandate it is time that someone revisit the mandate and make some adjustments as far as wearing face masks outside. It is literally becoming more difficult to breathe while wearing a face mask in the extreme heat. Our Company's flight schedule and work load in ZZZ are just about pre-pandemic levels.

Today, I was on a crew that had to go across the field to the Company hangar and tow an aircraft back to the terminal gates. Upon returning from the hangar, I observed employees from two other major airlines working the ramp without face masks along with an entire construction crew working on the field for the XXXX County Aviation Authority and not one was wearing a face mask. If the mandate is not being enforced out on the Ramp, then why is the mandate still in place?

## Synopsis

Air Carrier Ramp Agent reported concerns with having to wear a face mask outside when the weather is getting hot making it difficult to breathe.



ACN: 1805450

## Time / Day

Date : 202105

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.ATC Facility : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.ATC Facility : ZZZ

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Climb

Airspace.Class E : ZZZ

## Person

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Function.Air Traffic Control : Departure

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (mon) : 6

ASRS Report Number.Accession Number : 1805450

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Fatigue

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight  
Result.Air Traffic Control : Provided Assistance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Aircraft Y departed ZZZ1 airport IFR to the southeast out of the airspace, and Aircraft X was inbound landing ZZZ. Aircraft X was cleared to the IAF for Runway X at ZZZ and descended to 060. Aircraft Y was cleared to destination and climbed to 070. 2 additional aircraft departed ZZZ1 after Aircraft Y, and required more direct handling than Aircraft Y. Aircraft X mentioned that they were picking up traffic to their Northwest, and by the time I looked, Aircraft Y was leaving 061, and Aircraft X was at 072. They were separated by 2.62 miles and 900 feet vertically. During with dealing with the other departure's climbing out behind Aircraft Y, I lost the Aircraft Y's rate of climb reference the descending jet traffic. I immediately stopped Aircraft X 's descent, and stopped Aircraft Y's climb and descended Aircraft Y. Due to COVID protocol, this occurred while staffed with 4 CPCs and 1 Supervisor to work the facility until XA:00 local time. Better staffing to alleviate Controller fatigue. Our staffing has been tight, and time on position has been increased at the facility for a while, resulting in long work sessions and short breaks sometimes to produce coverage to work the traffic, which has resumed close to 90% of Pre-COVID numbers.

## Synopsis

TRACON Controller reported a loss of separation between an air carrier and a small aircraft and cited staffing issues as a contributing factor.

ACN: 1805270

## Time / Day

Date : 202105

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC  
State Reference : US  
Altitude.MSL.Single Value : 15000

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Flight Phase : Descent  
Route In Use.STAR : ZZZZZ1  
Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 26000  
Experience.Flight Crew.Last 90 Days : 141.47  
Experience.Flight Crew.Type : 9699.97  
ASRS Report Number.Accession Number : 1805270  
Human Factors : Communication Breakdown  
Human Factors : Training / Qualification  
Human Factors : Troubleshooting  
Human Factors : Workload  
Human Factors : Fatigue  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were descending on the ZZZZZ1 STAR. Just prior to level off at a higher altitude, the controller cleared us to descend via the STAR to 12,000 feet. The PF pointed to the altitude as I set it. However, he went out of VNAV to FLCH because he thought he heard descend to 12,000 feet now. I was busy with a frequency change and getting the new ATIS, and I missed the change in pitch mode. When I looked up, I noticed we were approaching 15,000 feet even though the fix just ahead of us had a at or above 16,000 foot restriction. I called it out and the PF immediately leveled off at 15,000 feet. I immediately informed the Controller and asked if he wanted us to climb back to 16,000 feet. He said we could just "descend to 12,000 feet." There was no conflict with other traffic. I believe this occurred for a number of reasons. It was a very difficult 3-day pairing made longer because of COVID. We were all exhausted, it was a high-workload environment, and the PF had not flown in over a year. He had trouble hearing ATC the entire trip which we attributed to his being off a year. Obviously, there was a breakdown in Verbalize, Verify and Monitor. Lesson learned: especially when tired and in a high-workload environment, strict adherence to SOP is essential.

## Synopsis

Air carrier Captain reported the PF overshoot the assigned altitude during arrival and attributed it to fatigue, workload and the PF had not flown in a year.

ACN: 1805214

## Time / Day

Date : 202105

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 7000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 2000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Corporate

Make Model Name : Light Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Route In Use.SID : ZZZZZZ2

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 6000

Experience.Flight Crew.Type : 2000

ASRS Report Number.Accession Number : 1805214

Human Factors : Distraction

Human Factors : Workload

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

Miss Distance.Horizontal : 1000

Miss Distance.Vertical : 1000  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Conducted a part 91 flight ZZZ1 to ZZZ2. I initiated a crew brief of the SID while still on the ramp...I had the chart display mainly zoomed in on the text description box to make the text bigger. I focused on the final altitude of 17,000 to the right of the text box that pertained to all runways. I had showed the PF the altitude and said "I will set 17,000 in the altitude select if you agree". He responded "affirm". I began to read the text version of the SID to myself and it read "Climb on a heading of 216 to intercept course 185 to ZZZZ, then on track 108 to cross ZZZZ1..." I announced we will arm LNAV for departure as the FMS matched this. At that point I did not finish reading and zoomed in and looked at the SID graphically but focused on the runway departure and how it fed into the initial FIX ZZZZ. I noticed all runways fed into ZZZZ. I knew that fix would be important on readback, (as it is at ZZZ3 for example), to ensure safety on parallel runway operations. Very short taxi out from FBO. Took off runway XXR, normal operations. Positive rate, gear up, "400 feet, flaps up select VS." Thus, we were in VS speed as is often the case for climbout. Tower sends us to departure. I call twice, no joy. Switch back to Tower and ask to confirm frequency. Call back through 6,000 and departure responds climb and maintain 7,000. We received this clearance at approximately 6,800 feet. We executed this clearance immediately however given out pitch attitude and climb rate we overshoot 7,000 feet and reached an altitude of 7,400-7,500 based on my best recollection. No TCAS alerts were issued. We maintained 7,000, were given another climb clearance and then before the ATC Controller switched us over, we were told of the possible deviation. What I have learned from this incident is to read the entire textual description in the SID and to take in the whole SID graphically as opposed to taking into account just the post departure/runway routing. I also learned poor habits can be formed from other airports, particularly our home base airport. We receive a SID on our clearance every time. We then get a heading on takeoff clearance from home base ZZZ2 ATC voiding the initial part of the clearance 99 percent of the time. Another factor is the scarcity of climb via SIDs that do not mainly incorporate "at or above." This incident taught me not to assume or have a bias to SID instructions. Another factor in this error was rust due to the COVID shutdown. Our awareness and CRM need improvement which will come with more recent operations I believe.

## Synopsis

Corporate aircraft Captain reported overshooting assigned altitude during departure due to a late ATC Clearance. Captain also cited lack of flying as a contributing factor.

ACN: 1805208

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Relative Position.Angle.Radial : 0

Relative Position.Distance.Nautical Miles : 0

Altitude.MSL.Single Value : 9900

## Environment

Flight Conditions : IMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 2500

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Transport, Low Wing, 2 Turbojet Eng

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use.STAR : ZZZZZ

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 9500

Experience.Flight Crew.Last 90 Days : 27

Experience.Flight Crew.Type : 1465

ASRS Report Number.Accession Number : 1805208

Human Factors : Distraction

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Undershoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Fuel Issue  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On flight from ZZZ1 to ZZZ2, which was at the limit of our aircraft range unless there are decent tailwinds, had a hard time getting a climb, barely any tailwinds and was expecting a cumbersome arrival. So, when we were over West [State] and assigned the ZZZZ arrival I was wondering if we would land with minimum IFR reserves. Asked Center to keep us high as long as possible and they did a pretty good job except this involved lots of vectors and altitudes when getting closer to ZZZ. So, during descent I was delaying a steep descent until closer and lower to save fuel. All of this ended up working and we landed with more than minimum reserves but it caused me to be really busy in IFR conditions. While direct to ZZZZ1 to cross at 9,000, I was given an eastbound vector through the arrival track between ZZZZ2 and ZZZZ1 while descending at close to 3,000 FPM. Then told to head direct to ZZZZ1 and cross it at or below 9,000. This involved a 135 degree right turn within 10 miles of ZZZZ1 but all was good on making the crossing altitude. Then was given 5,000 at ZZZZ and told to cross ZZZZ1 at or below 9,000. I entered the 5,000 in for ZZZZ but made the error of entering a vertical "Direct to" for ZZZZ and engaging VNAV. Looked up and the descent rate had switched from almost 3,000 FPM to just above 1,000 FPM. Very quickly disengaged VNAV and dialed in the 3,000 FPM on the VS mode. Finally figured out there was no way I was going to make the crossing at ZZZZ1. Told the Controller I wasn't going to make the crossing altitude at ZZZZ when within 2 miles of ZZZZ1 - a little late. We ended up crossing ZZZZ at a little below 10,000 and the rest of flight went very well. Causes: 1st would be doing that VNAV to ZZZZ - if I left everything alone, we would have been fine. 2nd was coming in high and having to do a steep descent while being vectored around and given the direct-to really close to the ZZZZ1 fix which involved lots of turning. 3rd was flying a little slow and descending a little slow to save fuel which caused problems for ZZZ Approach. 4th was getting barely any sleep the night before - had taken a natural energy booster later in the day and it didn't wear off until XAam or so then had to get up early. 5th was keeping the flight smooth for the passenger despite the steep descent and all the turns - without a passenger I would have been more positive about getting down. 6th was the low fuel situation I was concerned about - during COVID with lower air traffic I became used to getting unobstructed clearances but it is busy again - really busy this day and I didn't figure that I would have any problem getting a climb to 450, but I did and that burned more fuel than I had planned. How to avoid in the future: 1) Plan fuel for busier air traffic. 2) Don't do a VTO to the last of 2 fixes when given crossing restrictions for 2 fixes. Either VS it or if using VNAV just do the VTO to the first fix and let the VNAV figure out how to get down to the second fix. 3) Don't take that energy booster after lunch time! 4) I forgot that during descent the fuel gauges read a little low - just remember this next time.

## Synopsis



Small Transport aircraft pilot reported not making a crossing restriction during approach due to numerous distractions.

ACN: 1805069

## Time / Day

Date : 202105

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 4500

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ1

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1805069

Human Factors : Training / Qualification

Human Factors : Situational Awareness

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1805067

Human Factors : Situational Awareness

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation - Speed : All Types  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Event took place right after takeoff. I was PF and had manually leveled off at 3,000 MSL using the "Low Alt Cap" procedure which went as briefed. At this time the PM had called Departure Control and we were issued a climb to 4,000. The PM set 4,000, I confirmed verbally and then commanded VNAV. I continued to manually fly since we were assigned a heading. I had briefed a speed of 200 knots due to being below Class B Airspace and now came to the realization that I had just commanded the aircraft to speed up while we probably weren't high enough yet to legally accelerate. As I held the pitch to hold the airspeed, the altitude alert went off at 4,300 feet. I then clicked off the autothrottle, pulled the thrust to idle and pitched to return to 4,000 feet as the Controller called to remind us to maintain 4,000 feet. We reached 4,500 feet before descending. Flight proceeded without further incident. I had not flown much recently. Reserve lines in my home town had recently materialized and I was enjoying the absence of commuting. I hadn't flown since February with the exception of a PT and upset training in March. I felt that hand flying would be good to help regain proficiency. Our clearance was to fly runway heading for vectors, so I thought this would be a great opportunity. In hindsight I should have waited for a little less busy environment to ease back into it. The FO had flown out of ZZZ1 before and was aware that things could get busy. I should have taken this as a bit of a warning. I could have also thought about how to handle this departure a little more thoroughly. FLCH would have been the better choice in this situation. It would have held 200 knots and commanded a 500 FPM climb. Far more manageable.

## Narrative: 2

I was PM. The Captain was PF. Our initial clearance was 3,000 feet and runway heading. The Captain briefed a low altitude capture using 200 knots as we were under the Class B shelf and relatively light. He briefed the intention to hand fly until we were given the intercept to the initial fix on the departure. The initial level off went well and according to the brief with the Captain hand flying. Were quickly given a new heading and a climb to 4,000, which I read back to ATC and set. The Captain confirmed the altitude and called for VNAV. I watched to confirm the start of the climb, then turned to switch my iPad view to the chart page. I heard the altitude alert, looked back to see the airplane pitched higher than the flight director and realized we were climbing past 4,000. At the same time the Captain disengaged the autothrottles, reduced thrust and pitched to return to 4,000 feet. At this time the Controller called us to tell us she needed us back at 4,000 feet. The altitude was about 4,500 feet. The PF corrected back to 4,000, then were soon given another climb. Upon debrief we both realized that FLC would have been the better mode to engage as the VNAV reverted to the programmed speed that was too fast for what we were trying to do. The Captain mentioned he increased the pitch to control the speed and

that caused us to climb thru the assigned altitude. As we were still in a critical phase of flight, I should have been more vigilant in monitoring the rate of climb, the speed and the vertical mode. If I had, I could of called it out to help the Captain arrest the acceleration and rate of climb in time to avoid the overshoot. I suggest that more emphasis be placed on the use of FLC and also VS mode. We seem to minimize their use as we rely on VNAV so heavily. The call to engage VNAV becomes a reflex. In this scenario, FLC or VS would of been a better mode that would of prevented the increase of speed that in turn contributed to the overshoot.

## Synopsis

Air carrier flight crew reported a speed deviation under Class Bravo and then overshooting assigned altitude. The Captain cited lack of flying as a contributing factor.

ACN: 1804991

## Time / Day

Date : 202105

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 125

Experience.Flight Crew.Type : 125

ASRS Report Number.Accession Number : 1804991

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Distraction

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1804833

Human Factors : Workload

Human Factors : Distraction  
Human Factors : Troubleshooting

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : Flight Cancelled / Delayed  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

We were holding short of XXL on Sierra and another aircraft, was holding (arriving earlier). Somewhat unexpectedly, we were cleared for takeoff. I pushed the Attend button, and slowly crept toward the runway to keep the operational flow going. After a long delay, and now approaching the runway, I pushed the Attend button again, with no immediate response. I continued onto the runway. A FA then called us to state they were enforcing a passenger failure to wear a mask issue (this was also an issue during boarding). I directed the FO to ask Tower for a 30 second delay on runway; which was granted. The FA then communicated to me (the exact words I do not recall), that the situation was corrected. I was fully under the impression that they were ready for departure. We then executed the takeoff, but as it turns out, a forward FA was still standing in the aisle of the cabin and had to take a seat in the aft galley. Once at level-off, we discussed the situation. This was certainly a miscommunication. In addition, they had yet to provide (me) the "Cleared for Departure" PA.

## Narrative: 2

As the A FA; I was conducting my final walkthrough. I was at the last row of seats. A child that was seated in the last row with her sister and mother was not wearing her mask. The mask was in the mothers bag. This issue had been addressed earlier upon boarding. The CA dinged us for departure. I called the CA from the AFT galley to let him know the same family was not in mask compliance. I asked if I could call him back and he replied with we are on the runway. Finally got the child in compliance so I asked the D FA to call the CA to let him know the mask was on. 2 rows in front of the mask compliance issue was an elderly lady whom refused to stow her large bag on the floor nor in an overhead bin. I had a bin open to try and coax her into letting me stow the bag for her when we took off so I took the nearest jumpseat for takeoff.

## Synopsis

Air carrier Captain and a Flight Attendant reported a Flight Attendant was still standing during takeoff roll due having to deal with a passenger not complying with face mask policy.

ACN: 1804290

## Time / Day

Date : 202104

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Ferry / Re-Positioning

Flight Phase : Parked

Route In Use : Direct

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1804290

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : MEL

Contributing Factors / Situations : Procedure  
Primary Problem : Ambiguous

## Narrative: 1

Prior to departure Dispatch asked us to do an APU Inflight Reliability Check which I understood to be Section XXXX. I explained we were unable to do so because of the limited flight time and low cruise altitude. I think there was confusion about the check they wanted us to perform. I think they wanted a maintenance validation Section YYXX because they mentioned this Section, but it has nothing to do with the APU. The previous day Dispatch asked us to do the same thing. I was told by Dispatch on the previous day that the aircraft was going to be put back into revenue service for ETOPS and it needed an Inflight APU verification check. Very confusing set of circumstances. As line pilots we do not do these types of Maintenance trips very often and with COVID-19 and the length of time that these aircraft have been sitting different checks need to be performed. I had never heard of or done a maintenance validation before. Also, under Section YYXX (O) Procedures B what are the required checks to be accomplished? Is it an APU Inflight verification check? I entered information to Maintenance that the APU Inflight Verification Check could not be completed due to limited flight time and low cruise altitude. Also, with the maintenance validation the cruise altitude needs to be above FL200. Our cruise altitude was planned for FL220 but the rides were so bad that ATC kept us down at FL190 so we could not have done a maintenance validation anyway. It makes sense now... there was a note on the flight plan that we were operating under FAR Part 91. I think that note was there because this aircraft needed a maintenance validation to be put back into Revenue Service. Like I mentioned very confusing for the FO and I. Not fully understanding what dispatch wanted from us. Also not doing these types of flights often and being familiar with all of the different checks that need to be accomplished with aircraft that have been in short term and long-term storage. I think the dispatchers are in the same positions as the flight crews as far as not being familiar with what needs to be done. Have maintenance clearly explain what needs to be done by the flight crew for these types of situations with aircraft coming out of short and long term storage. Also, under Section YYXX what are the required checks under (O) Procedures B.?

## Synopsis

Air Carrier Captain reported the crew was to conduct an in-flight check of an aircraft that had been parked during the pandemic for an extended period of time. The type of maintenance check was written unclearly.



ACN: 1803706

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Flight Phase : Taxi

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 230

Experience.Flight Crew.Type : 14700

ASRS Report Number.Accession Number : 1803706

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Last 90 Days : 45  
Experience.Flight Crew.Type : 6000  
ASRS Report Number.Accession Number : 1803708  
Human Factors : Confusion  
Human Factors : Time Pressure  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

As the CA, I was the PF landing via RNAV Y Runway XXL at ZZZ. The approach was uneventful, and the landing was well within the touchdown zone. During landing rollout, after stowing the thrust reversers and slowing to exit the runway, I started to make the left turn to exit onto Taxiway 1. At that time, Tower came on the radio and said, "Aircraft X, exit the highspeed [Taxiway] 2X or the reverse." We understood the reverse to be Taxiway 1. My First Officer then switched to Ground, who told us to "Taxi to the gate via Taxiway 2 and 3, cross [Runway] YYL, C and [Taxiway] 4," to which my First Officer acknowledged. Ground Control then came on shortly thereafter with us on Taxiway 2 and told us that he really needed us on Taxiway 2X to exit, "not" the reverse. We then realized that with everything going on in the cockpit during a typical ZZZ landing, stopping the aircraft, etc., Tower probably told us to "Exit the high speed [Taxiway] 2X, not the reverse." Instead, we heard that to be "Exit the high speed [Taxiway] 2X or the reverse." The speed of the speech to which the clearance was given by the Tower also made the clearance difficult to understand, plus the radio sounded a bit muffled (Tower controllers wear masks while working). To note, there were no conflicts and no aircraft on Taxiway 2 upon exiting. After taxiing into the gate, I called the Tower directly and spoke with one of the controllers (but not the one who gave us that clearance). After explaining what I felt we heard the clearance to be, he responded that since they wear masks in the Tower, sometimes it's difficult to discern exact language with short bursts of words and hence the confusion between words like "or" and "not" when used in a quick clearance as was done in this situation. He said that most likely Tower was trying to get us off more quickly by using the high speed [Taxiway] 2X (instead of the reverse at Taxiway 1) in order to get a departing aircraft off before the next arrival. He told us "no problem" and "I'm sure the Tower Controller was not upset at all because I haven't heard about it." So, most likely, it

was simply a sequencing issue with Tower in order to expedite their flow. If the Controller had anticipated what he wanted and told us that clearance on final rather on during the last part of the landing roll after I positioned the aircraft into a left turn off onto Taxiway 1, that might have helped him. I also believe the mask that the Controller was wearing and the speed of his speech in which he delivered his clearance muffled the word "not" that we heard as "or."

## Narrative: 2

We landed [Runway] XXL at ZZZ and upon exiting XXL pointed towards Taxiway 1 (the reverse of the high speed), we were told "Exit XXL on [Taxiway] 2X the high speed and NOT [Taxiway] 1." We both heard it as "Exit XXL on [Taxiway] 2X the high speed OR [Taxiway] 1." Since we were already positioned to take [Taxiway 1], we had an expectation bias and continued. I also didn't make it clear on the read back that I understood. I saw Taxiway 2 and read back "Exit at [Taxiway 2]" or something to that effect. On Ground frequency, we were alerted to our error. The Captain followed up via phone call and it was suggested by Tower that perhaps their instructions were garbled by their use of a mask while working.

## Synopsis

Air carrier flight crew reported a taxiway incursion and cited communication problems with ATC as a contributing factor. Reportedly, the Controller's instructions sounded muffled due to wearing a face mask.

ACN: 1803545

## Time / Day

Date : 202104

## Place

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

## Aircraft

Reference : X  
Make Model Name : No Aircraft

## Person

Location Of Person : Gate / Ramp / Line  
Reporter Organization : Air Carrier  
Function.Ground Personnel : Ramp  
ASRS Report Number.Accession Number : 1803545  
Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Ground Personnel  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Ambiguous

## Narrative: 1

I am a Lead Ramp Serviceman and I get bounced around the airport gate to gate and most of the time different ramp employees on my flights. The expectation is that when I get my gate box it is clean. Wireless headsets have been disinfected. Problem is, that's great when I work my first trip. Now I get sent to another work area, with new crew, there is a sense of time pressure now since I need to get to the other side of the airport to do a departure. By the time I get there it is already past the time to start loading the aircraft so I need to plan the flight, verify any cargo or freight at the gate along with bags, and make sure whoever is assigned to that flight is there. I'm now even further behind the 8 ball. Now it comes to load and the entire time I am running around ensuring a safe operation on the gate. Now comes departure time and the pressure is so immense that the Supervisor comes out to the gate and stands there watching you for no apparent reason. I feel like I have no time to sanitize my headsets, so the new crew I have puts on these headsets without having them cleaned. I feel as if I will be spoken to if I take any more time out to sanitize each headset that I am given. This creates an exposure not only for myself, but for anyone wearing these headsets. I have had guys refuse to wear headsets

because they are not sanitized properly and, in their mind, and the wipes that are provided, they think, are not enough. Few people the wipes are OK but for most, they don't trust that it will effectively sanitize the headsets. We've lost a lot of good people here in ZZZ and everyone is on edge with this pandemic. After being moved around a lot I tend to use up all of my wipes. So, what do I do then? I barely have time to each lunch at times.

## Synopsis

Lead Ramp Serviceman reported lack of equipment sanitation due to on-time departure pressure and working with different personnel throughout the airport.

ACN: 1803488

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 3000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ1

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Personal

Flight Phase : Cruise

Route In Use : None

Airspace.Class C : ZZZ

## Component

Aircraft Component : Trailing Edge Flap

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Private

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 3500

Experience.Flight Crew.Last 90 Days : 6

Experience.Flight Crew.Type : 3000

ASRS Report Number.Accession Number : 1803488

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Flight originated from ZZZ1 as a personal practice flight to do some air work, since I had not been flying as much as usual due to COVID-19 concerns and reduced flying time. Upon return to ZZZ1 about 10 miles out I began to reduce speed and attempted to go to flaps 10, the first notch of flaps on my aircraft. I could not get the flap handle to move, although it was fully operational on takeoff. I tried the flaps again several times and no movement. At that time, I was concerned with a possible split flap situation and did not want to force the manual flaps. I set the GPS for direct flight to ZZZ1 and contacted Tower to advise them of my issue and requested a straight into Runway XXL, the longest runway. Upon contacting ZZZ1 Tower I was advised that I was just inside the surface to 6,400 feet portion of the Class C airspace around ZZZ. My usual route of flight at 3,000 feet MSL would have taken me under the 4,200 feet to 6,400 feet portion of the Class C. Upon landing I called Approach Control as instructed and advised them of my error. In my focus on my flight control issue and in selecting a direct route to ZZZ1, I completely overlooked my position and wandered into the west edge of the Class C and wasn't paying attention to the position of my aircraft. This is the first time this has happened to me and certainly won't happen again. I have already had an A&P correct the flap problem.

## Synopsis

GA pilot reported violating a Class C airspace while dealing with a flap malfunction.

ACN: 1802841

## Time / Day

Date : 202104

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Climb

Route In Use : Direct

Route In Use.SID : ZZZZZX

Airspace.Class E : ZZZ

## Person : 1

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1802841

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)



Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1802832  
Human Factors : Time Pressure  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Departing on the ZZZZX departure coming through 10,000 feet we accelerated. When we were handed off to Center from previous Controller we were advised "Normal speed" and realized we had not maintained 250 knots, but had accelerated to 280 knots. ATC made no other comment. The Captain had been on an LOA for 6 months plus 3 months re-qualification training delay, I had been off for 3 weeks because of COVID-19 vaccination sequence removal, with other family issues at home. The flight was an early morning departure with early commute (drive). Suggestion - More personal detail to SOP on SIDS and programming of FMS.

## Narrative: 2

On climb from 10,000 feet to Flight Level, accelerated over 250 knots climb restriction. Was given " normal speed" by Center Control after handoff. Looked at the airspeed and it was 280 knots. My first (after Re-qualification and OE) flight sequence back from 9 month leave. The First Officer was back from a 3 week absence himself. I even thought about it prior to takeoff, and noticed a 250 knot restriction was not programmed in the FMS, but assumed he would control the speed manually. I did not voice my thoughts, but should have. I became fixed on other issues, getting off the gate smoothly, taxing safely, ensuring the performances numbers were correct. Remembering and doing the after takeoff flows, check lists. All things that were once second nature, but distracted me due to the long absence from flying. Simply stating to my co-pilot that I haven't flown in 9 months isn't enough. I needed to be on my game, and not let a simple speed restriction escape me. My own technique is to program the airspeed in VNAV so such a mistake is less likely. Every pilot has their own techniques, but I should have voiced mine, so at least the issue would have been addressed and in our minds.

## Synopsis

Air Carrier flight crew reported a speed deviation occurred during the SID procedure and stated that a prolonged period of time off for both pilots was the main cause.

ACN: 1802831

## Time / Day

Date : 202104

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : A321

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Component

Aircraft Component : Galley Furnishing

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1802831

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Maintenance Action

Result.Flight Crew : Overcame Equipment Problem

Result.Aircraft : Equipment Problem Dissipated

## Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

## Narrative: 1

Flight [XXX, date] during cruise. Flight attendant reported mild odor from the forward galley oven #2 while in use. FA quickly turned off oven and the odor dissipated. I advised the FA to pull both oven circuit breakers and not to use either ovens. Odor is described as dirty socks. Odor event report also sent to maintenance. Reporter stated cause is possible

that since the galley ovens have not been used for the year, this could be a causal factor. Start checking the operation of the ovens.

## Synopsis

A321 Captain reported a flight attendant notified them the ovens were turned off due to odor in forward galley.

ACN: 1802729

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Light : Dusk

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Initial Climb

Flight Phase : Climb

Route In Use.SID : ZZZZZ2

Airspace.Class E : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1802729

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Distraction

Human Factors : Time Pressure

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1802826  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Workload

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Filed flight plan was Runway XL and the ZZZZZ departure. When we received our PDC, it was changed to Runway XL and the ZZZZZ1. Climb via SID. After pushback, on initial contact with Ground, they assigned a new route Runway XXL and the ZZZZZ2 departure. Climb via SID. We stopped the aircraft and set the parking brake. We entered the new route and take off performance and while verifying the route ATC called to "advise when ready to TAXI." Caused a slight distraction and missed to verify the top altitude for the SID. For both ZZZZZ and ZZZZZ1, the top altitude was FL190, whereas ZZZZZ2 had 3,000 feet. After takeoff, at 3,700 feet, pilot flying noticed that the aircraft was not leveling off and both pilots realized altitude was set at FL190. We initiated to altitude correction but at the same time ATC cleared us to FL190. Flight resumed and completed without any further events or interruptions. 1) Distractions 2) Lack of Recent flying experience. This was my first trip after six months of furlough. 3) Fatigue factor. The sequence was built in such a way that all Red Eyes, are flights with 12 hours rest in between. 1) A Runway/SID Change Checklist needs to be added to the current Normal checklist. This will help the pilots to ensure that all the related tasks associated with a runway change are completed. 2) Assign at least two OE flights with a check airmen for the pilots who are returning from furlough. 3) Allow more resting time between the Red Eye flights than bare minimum for legality.

## Narrative: 2

Climbed thru SID published altitude by several hundred feet. Filed clearance was ZZZZZ departure, revised clearance ZZZZZ1. Upon contacting ATC ground received a runway and SID change to Runway XXL and climb via the ZZZZZ2 SID. Delayed taxing until all changes were made on the MCDU, and revised procedures were reviewed and briefed. Missed the initial climb to 3,000 feet. Previous 2 departures had initial climb to FL190. Suggestion - Take longer reviewing revised ATC clearances.

## Synopsis

Air carrier flight crew reported an altitude deviation caused by lack of recent flight experience, fatigue and three clearance changes before departure.

ACN: 1802697

## Time / Day

Date : 202104

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Dawn

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Takeoff / Launch

Route In Use : Direct

## Component

Aircraft Component : Flight Director

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1802697

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Software and Automation  
Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

## Narrative: 1

I was pilot monitoring for the flight. It was my first leg after completing training and not flying for 1 year. We were cleared for takeoff from Runway X in ZZZ. I noticed that the Captain hesitated to add thrust. He was clicking the TOGA buttons and also clearing the flight director several times. I wasn't sure what was going on, and then happened to catch a red line through the bottom TO indication of the FMA just as the CA was clearing the FD again. He then added thrust and we took off. At first, I didn't realize that this was an issue, as we are allowed to take off raw data. However, as we lifted off, I realized that this was wrong and we should have figured out why the bottom TO annunciation was red. The issue was caused by some sort of FD problem that the Captain had noticed and tried to correct by clearing the FD and reactivating TOGA several times. He elected to takeoff anyway, and my slowness to realize what was happening contributed to us taking off. My lack of recent experience caused a delay in my realization that we should have figured out the problem before taking off. I was nervous to be back on the line after 1 year, and was focused on the upcoming takeoff and making correct call outs. The Captain repeatedly clicking the TOGA and FD buttons caught me off guard and I did not realize until it was too late that there was an issue. Both of us should have made the decision to simply pull off the runway and figure out why the TO annunciation had a red line through it. It wouldn't have taken very long. Yes, we can take off raw data but not if we know that there is a FD problem.

## Synopsis

Air carrier First Officer reported the lack of recent experience caused the improper use of SOP's during a takeoff configuration irregularity.



ACN: 1802516

## Time / Day

Date : 202104

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 2000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Initial Climb

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1802516

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Departing ZZZ [Airport] on the ZZZZZX Departure, the PNF Briefed all the altitudes on the departure were at or above. I briefed the departure and ended up saying the same thing about the altitudes. ZZZZZ1 [Intersection] requires a crossing altitude of 2,000 at about 4 miles of the end of the runway. With all the times I have been into ZZZ in my past, I knew this departure. I remember thinking after COVID they finally changed the departure restrictions. Should have re-checked the 2,000 altitude as I knew better.

## Synopsis

Captain reported an altitude deviation during departure.

ACN: 1802440

## Time / Day

Date : 202104

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC  
State Reference : US  
Altitude.MSL.Single Value : 38000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Last 90 Days : 5.87  
Experience.Flight Crew.Type : 4571.13  
ASRS Report Number.Accession Number : 1802440  
Human Factors : Situational Awareness  
Human Factors : Distraction

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Established on the F track and just prior to exiting radar service we instituted a 2 mile right offset as a SLOP. This seemed routine to us until ATC asked if we were still on track to our next waypoint. It then occurred to us that we should have not instituted SLOP until we were out of radar contact. Both of us have flown very little this past year and although we are both veterans at flying [in State X], the SOP here just did not properly come to mind.

## Synopsis

Air carrier Captain reported a track heading deviation during cruise after instituting a 2 mile right offset as a SLOP while still under radar contact. Captain cited lack of flying as a contributing factor.

ACN: 1802425

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 96

Experience.Flight Crew.Type : 4900

ASRS Report Number.Accession Number : 1802425

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Pushed back from Gate X, 10 minutes late, after a Supervisor was called to the aircraft, after boarding was complete, to assist with passengers traveling with a four-year-old child. The child would not keep his/her seat belt fastened and kept removing his/her face covering. The parents had become belligerent with the flight attendants. We received a runway change just prior to pushback that would have us departing on Runway XXR verses YYL. The takeoff data for XXR included the requirement to burn off additional fuel prior to takeoff. We loaded the new takeoff data and reran the Before Push Checklist. Then we began our pushback from the gate. Knowing it would be a very short taxi to the runway, we started both engines. During the First Officer's After Start flow, I believe I interrupted his thought process by starting to voice my idea that we could taxi a short distance via [intersection] to Taxiway 1 and wait the little bit of time to burn off the additional taxi fuel. After completing the After Start flow, the First Officer did not make the "Standing by Flaps" call. Instead, we talked for a few more seconds about moving the aircraft to a spot away from the ramp so that we could burn off the additional taxi fuel. The First Officer requested taxi clearance to Taxiway [Alphabet] and notified Ground Control that we would need to hold there, to burn off fuel prior to departing. We taxied forward onto [intersection] and made the left turn onto Taxiway 1 and brought the aircraft to a stop. Once the parking brake was set, we both realized that we had not performed the Before Taxi Checklist and subsequently had not set the flaps to the Takeoff setting prior to moving the aircraft. We then set the flaps to the Takeoff setting and ran the Before Taxi Checklist. After a couple of minutes, we had burned the proper amount of fuel for the taxi and we made an uneventful departure. It was immediately clear to me that I gave too much thought to the things that had happened prior to pushback and in doing that, caused me not to focus on the required duties after pushback. I also should have allowed the First Officer to focus entirely on the after-start process before diverting his thoughts to something else.

## Synopsis

Air carrier Captain reported not performing the Before Taxi Checklist and subsequently had not set the flaps to the takeoff setting prior to moving the aircraft. Reporter cited distraction from dealing with face mask issues in the cabin area may have contributed to the event.

ACN: 1802319

## Time / Day

Date : 202104

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZZ.Tower

State Reference : FO

Altitude.MSL.Single Value : 3000

## Environment

Flight Conditions : Marginal

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Nav In Use : GPS

Nav In Use : FMS Or FMC

Nav In Use.Localizer/Glideslope/ILS : XXL/ILS

Flight Phase : Initial Approach

Route In Use : Direct

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1802319

Human Factors : Communication Breakdown

Human Factors : Fatigue

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1802085  
Human Factors : Workload  
Human Factors : Troubleshooting  
Human Factors : Time Pressure  
Human Factors : Physiological - Other  
Human Factors : Other / Unknown  
Human Factors : Fatigue  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Event / Encounter : Ground Equipment Issue  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

Intercepting the unstable Localizer on a 225 vector, approximately 16 nm final, the aircraft started to join the Localizer. The Localizer shifted to the right and the aircraft began a hard right turn to intercept passing of approximately 240 degrees. I instructed the FO to stop the turn and come back to the left toward final approach heading. He did not reply to my direction and did not act. As the aircraft passed approximately 255 degrees, I took command of the aircraft, disconnected the auto-pilot and started a turn back to the Localizer. I was concerned about the numerous aircraft on final for Runway XX. In my turn back to the Localizer I overshot the Localizer and deviated from the assigned 900 meter altitude by approximately 100 meters. I intercepted the Localizer, got back on altitude, and flew an uneventful ILS and normal landing. This all happened unexpectedly. The hard right-hand turn to intercept is unprecedented in my XX years of flying [this type aircraft]. Unstable Localizer and Autopilot aggressive turn to intercept. Fatigue affected my flying after taking the aircraft The current schedules to service this country during Covid leave no extra margin of safety when things like this go wrong. Multi-leg days, with long turns



between flights, after crossing X time zones leave little margin of safety. Also, the very long trip extensions for crew members leads to fatigue.

## Narrative: 2

I was the PF for the 2nd leg of the night which was a night recovery. At altitude I had briefed the STAR and approach, and once the descent started, we received numerous altitude, heading, and airspeed clearances as the controller was trying to work what appeared to be a fairly large recovery into ZZZZ [Airport]. ATIS reported that simultaneous ILS approaches were being flown to [Runway] XXL as well as [Runway] YY. Approaching ZZZZ, we were being vectored for the ILS Y, Runway XXL and at about 20 miles were cleared "heading 215, maintain 180 knots to 8 miles, maintain 900 meters until intercepting the Localizer, report established." We were already configured at flaps 15 with the ILS tuned and the approach checklist complete. The assigned heading provided a comfortable 15 degree cut, but with winds of about 120 at 25 knots at our altitude (overshooting crosswind), and parallel approaches being conducted, with the autopilot still engaged, I was diligently watching the automation. I pressed the APP/LAND tile and initially the aircraft maintained heading, but after a few seconds, it started making some gentle (level) turns left and right. Initially these turns were mild and we even chuckled at what a poor job the AP was doing to maintain heading to intercept. Suddenly, the magnitude of one of the turns to the right increased markedly and the aircraft was in a level turn to the right of approximately 25 degrees angle of bank with the heading coming through approximately 230 degrees. As I spent just a few seconds (no more than 4 or 5 I would say) trying to determine what the autopilot was doing, the CA called out, "turn left, turn LEFT, I have the airplane" and executed a maneuver that I would describe as similar to a PRM breakout maneuver. He disconnected the AP, added power, and reversed our turn, climbing and accelerating in the process. The maneuver was aggressive enough that I thought it possible the CA had SA to something that I was missing since I had already started to reach for the heading selector in order to get the plane to level its wings and come back to the left (note: things were happening very quickly now and I did not verbalize this FMC input since I would have just been trying to talk over the CA telling me to turn left even though the airplane did start to shallow its turn to the right once I pulled the selector). I verbalized "you have the controls" and monitored his inputs. As former fighter pilots, the CA and I both have fairly wide comfort zones and although the maneuver was fairly aggressive, I was still comfortable with the aircraft's attitude and remained quiet as I monitored the aircraft's flight path. I did not want to add to the confusion of the moment by asking questions or saying anything unnecessary since the CA was very purposeful in his maneuver. Now things became quite busy because in addition to receiving a "bank angle" audible warning due to our steep turn to the left, the approach Controller began talking to us rapidly. He made several transmissions and told us repeatedly that he had us on a heading that was not going to intercept the Localizer and that we were above our assigned altitude and asked what we were doing. I replied that we were still below the glidepath at approximately 930 meters, and maneuvering to intercept the Localizer. After a few more moments the CA stabilized the aircraft's attitude, I selected FMS speeds (since we had accelerated to approximately 210 knots and needed to slow back to 180 knots), and he began a turn back to the right to intercept the Localizer. The CA re-armed the approach (but never re-engaged the AP), slowed to the assigned speed, returned to the assigned altitude, and leveled the wings on an appropriate intercept heading. The FD provided what appeared to be valid guidance to shoot the rest of the approach. The aircraft was configured and stable before glide-slope intercept and the remainder of the approach proceeded normally with me remaining in my role as PM. We went from conducting a routine controlled approach, to one where I think we had widely differing perceptions of what was actually occurring in the space of literally about 4 or 5 seconds. This rapid breakdown of CRM resulted in actions that were perhaps more

aggressive than they needed to be, and a deviation from the ATC clearance. I would actually say there were two separate events. The first being the aircraft's unexpected and overly aggressive turn to the right to capture the Localizer for ILS Runway XXL, and the second being our response to it. The first I would potentially attribute to a software issue, a problem with the ILS tune, or some sort of RF interference. As far as the second I would suggest the following; 1) Even though I did not feel fatigued during the approach, it was at the end of a long day and it's possible I underestimated my level of fatigue. That said, I did have some coffee prior to Beginning of Daylight (BOD) for this reason and, I felt like the CA and I were both alert and engaged and don't feel like my response to the aircraft was unacceptably slow or inappropriate. 2) The CA believed that the intercept angle was excessive (he referenced 45 degrees during our debrief) and that based on his prior experiences, there was no way the airplane was going to be able to capture the Localizer. Since I had not experienced the automation act in the manner it did during our approach, I was perhaps more comfortable than I should have been with the AP's ability to capture the Localizer, even with the admittedly substantial intercept angle that we had before the CA took the controls. 3) The CA stated during the debrief that he thought we had already flown through the Localizer, and that he was therefore worried about a lack of separation from the traffic that was flying the ILS to Runway XX, to our right. I did not perceive that we had flown through the Localizer for the following reasons: a) We were in a phase of flight where we both (certainly I was) monitoring the raw Localizer data in anticipation of Localizer capture, and neither of us ever called "Localizer alive". I felt like I was hawking this for the reasons listed above (overshooting crosswind and proximity to other landing traffic). b) The AP commanded a turn to the right, which in my mind it would have only done if it were trying to intercept the Localizer from the left. c) When ATC contacted us, it was to say that we were not on an intercept heading. He did not indicate that we had flown through the Localizer or were encroaching on the protected airspace between the approach corridors for the active runways. He never issued a vector to East which is likely what he would have done had he perceived there to be a risk of loss of separation. d) When we finally got the situation under control, the aircraft intercepted the Localizer from the left. Again, this entire narrative took place in what I suspect was less than a minute. Between the uncommanded turn to the right and the CA taking the controls, maybe 5 seconds passed. That said, I could have acted sooner and certainly should have verbalized when I reached for the heading selector to stabilize the heading, since that may have precluded the CA from taking the controls and executing the "escape" maneuver. I think in the CA's mind, we were probably already past the point where that was going to mitigate our situation since he perceived that we had already crossed the Localizer, but it might have helped. I wish the CA would have verbalized why he was maneuvering as aggressively as he was. I thought that perhaps he saw an impending collision that I did not have SA of, and so I stayed quiet for longer than I should have before I started to rebuild the picture and work to develop a CRM. Ultimately, he was well within his authority to act in the manner he did and fully adhered to the company's three step intervention process. This was a tough one for me to analyze and I welcome any feedback you might have.

## Synopsis

Air carrier flight crew reported an altitude and track heading deviation during approach to an international airport. The crew stated this sequence of flights, since the COVID-19 pandemic started, are very long and fatiguing which may have been a factor in the event.

ACN: 1801802

## Time / Day

Date : 202104

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Route In Use : Direct

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1801802

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1802959

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

After block out and starting our pushback from the gate, a Flight Attendant called up to address a concern about the passenger count. It was a busy time in the flight deck where I was trying to manage the safety of the push. The FO answered the call to the flight deck from the cabin while I was talking to the ground crew and ramp was talking to our flight and the flight next to us pushing off the gate. The ramp personnel had left several pieces of ground equipment in the way of our push from X1 and we were trying to find out about getting it moved. As all of that is going on the narrative that myself and the FO got from the FA seemed to be one of more a compliance with the mask policy than one of weight and balance. She told us there was a large child sitting in a seat for which they were ticketed next to their mother and the child was having a hard time wearing the mask. The FA told us that the mother was now saying the child was less than 2. The FA believed that the mother was saying the child was less than 2 to skirt our mask policy and we needed to change the count for weight and balance because the child was an infant. I tried to clarify with the FA about the child because it was not clear to me because she was telling me the child was not listed as an infant, had their own seat, and by the FAs thought it was more about the mask. My thinking was that for the child to have that seat a birth date would have to be listed when that seat was purchased. Previously the FAs and the gate agent had reconciled the count, and the FA thought the child was older than 2, so I elected to leave the weight and balance as it stood. We continued to our destination without further incident. It was a busy time in the flight deck when this issue was brought to my attention. After things had calmed down with push I should have checked back with the FA to make sure I was hearing everything she was trying to tell me. Factors for me with my decision making were the high workload at the time, alertness because of the late time of day of the departure and having been scheduled with early AM shows for the three days prior to this event.

## Narrative: 2

I walked through to do my cabin count and confirmed that I had a child in row XX just as it showed on the sheet. I had already asked the mom to get a mask on the child before we closed the weight/balance. She said the child did not have a mask so I brought her one. After the safety demo I walked through the cabin again for final compliance and saw the child was not wearing a mask. Mom said he had ripped it so I offered to get a new one. She then said that the other FA told her he didn't need one if he was under the age of 2. I was surprised to hear the child was an infant as he was quite large and had walked on board the aircraft by himself. I asked if he was still only 1 and she said he was not yet 2. I alerted the CA that I had possibly made a mistake in the count. I mistakenly counted an

infant as a child. I didn't ask how old the child was, it only came up because of non-compliance with mask policy. I honestly think she claimed the child was an infant in order to avoid dealing with the face mask. In the future I will make sure to ask passengers with small children if they are in fact under the age of 2.

## Synopsis

Air carrier Captain and a Flight Attendant reported a passenger's child was resisting wearing a face mask. After this problem started the parent then stated the child was under 2 and did not need to wear the face mask.

ACN: 1801646

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : B737 MAX Series Undifferentiated

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Takeoff / Launch

Airspace.Class B : ZZZ

## Component

Aircraft Component : Autoland

Aircraft Reference : X

Problem : Improperly Operated

Problem : Design

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 87

Experience.Flight Crew.Type : 8086

ASRS Report Number.Accession Number : 1801646

Human Factors : Confusion

Human Factors : Training / Qualification

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Were Passengers Involved In Event : N  
Result.General : Maintenance Action  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

First legs on MAX aircraft in over two years, and when I went to accomplish a Heads-up Guidance System (HGS) takeoff and landing, I became confused on where the CAT III placard was located/displayed on MAX aircraft. Nothing in logbook about downgrade, and HGS presentation was correct, but I could not locate the placard. We continued with flight, and researched the placard location enroute with MAX manual resources in flight to understand correct CAT III placard display. At conclusion of flight, I intended to contact a Check Airman and/or the flight training department to understand, but then my FO sent me a picture of a MAX he was operating the next day with the CAT III placard displayed on Captain Auxiliary Display HGS Annunciator Panel. I next contacted the Chief Pilot to inform him and Maintenance (MX) that this aircraft's displays were not set up properly. The Chief Pilot said he would contact Maintenance Control to query. He called back a few minutes later to explain that Maintenance had inadvertently de-selected the CAT III placard "Off" on this aircraft, and would send someone to correct ASAP as the aircraft was on the ground in ZZZ. Chief Pilot suggested a safety report to highlight location of MAX aircraft placard location as it is digital versus "the bone," as well as highlight there appears to be no information in MAX manuals concerning the placard display. The only reference found was for the MAX AUX Display HGS Annunciator Pane, which only displays an example of FO's display; nothing about the Captain-side display.

## Synopsis

B737 MAX Captain reported that the CAT III Placard was not visible to the flight crew due to the cockpit displays not configured properly by Maintenance.

ACN: 1801444

## Time / Day

Date : 202108

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

Maintenance Status.Maintenance Deferred : N

Maintenance Status.Released For Service : Y

Maintenance Status.Maintenance Items Involved : Work Cards

Maintenance Status.Maintenance Items Involved : Installation

## Person

Location Of Person : Repair Facility

Reporter Organization : Air Carrier

Function.Maintenance : Trainee

Function.Maintenance : Technician

Qualification.Maintenance : Repairman

ASRS Report Number.Accession Number : 1801444

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Physiological - Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Ambiguous

## Narrative: 1

I was informed by my Chief Steward that I signed for bolt and bushing that was not installed. This happened if I recall in [Date] last year when everybody is worried of being



furloughed and shifting around because of pandemic. This is also the stage where we are fixing a lot of paperwork to better organize the system. Job cards are not intact and constantly being put to revision to better understand by the mechanic. I know for a fact that sometimes a lot of mechanics are hesitant to sign because they don't understand the card or what component they wanted to put in. And there are some scenarios that the Engine was already built but paperwork are not being signed. I did install the component because I signed for it. At the time a lot of mechanics in this area were new like me. I was working alone and I did not have a qualified technician with me to double check my work.

## Synopsis

Technician reported being advised of signing off for work that was not completed.  
Technician cited COVID-19 pandemic related worry and distraction as contributing factors.

ACN: 1801390

## Time / Day

Date : 202104

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Component

Aircraft Component : APU

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

Experience.Flight Attendant.Airline Total : 3

ASRS Report Number.Accession Number : 1801390

Human Factors : Physiological - Other

Human Factors : Troubleshooting

Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Weather

Primary Problem : Ambiguous

## Narrative: 1

The APU went out on this plane before landing initially in ZZZ. Of course, it was deferred and we were cleared to return to ZZZ1. It was a warm day - not exceptionally so, but hot. These airplanes retain heat all the time, but with a broken APU, the plane becomes a miserably hot metal tube. I had a plane at maximum capacity with a lot of large, hot passengers. I also had a plane with elderly passengers, small, crying children, and people who did not understand English. All were compliant with the masks, but I also know those masks are dangerous in heat. The CDC has listed these warnings on their website and in their tweets. I was very concerned about their health and the heat inside the cabin. While returning the cart to the galley after service, I began to get light headed. I stood behind the bulkhead (away from passenger view) and removed my mask to breathe oxygen. I also had to fill a glove with ice to put on the back of my neck to cool myself. I was very concerned, if I felt that way on a spring day what are the rest of my plane of passengers experiencing? Masks are a very serious and concerning safety issue on hot planes - especially this type and especially when temperatures are climbing. The summer is going to be a hazard to everyone's masked health - including customers and crew. The mask policy on airplanes needs to be reviewed by the FAA - especially on this make and model. There are serious safety issues caused by the mask mandates. Anyone with asthma, heart conditions, lung issues and those who are extremely obese are already at risk when their bodies are exposed to heat. Constricting their ability to breathe oxygen and fresh air is a danger in HOT spring and summer conditions. I was taught in training that crew members are more susceptible to hypoxia in the air, but now that threat is greater with FAs flying in masks in hot metal tubes at high altitudes.

## Synopsis

Flight Attendant reported health concerns for the crew and passengers having to wear face masks after the APU was inoperative and the cabin temperature was hot.

ACN: 1801314

## Time / Day

Date : 202104

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 1000

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use.Localizer/Glideslope/ILS : XL/XR

Flight Phase : Final Approach

Flight Phase : Initial Climb

Route In Use : Direct

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Phase : Taxi

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1801314

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1801315  
Human Factors : Training / Qualification  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Human Factors : Time Pressure  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Ground Conflict, Less Severe  
Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Just below 1,000 feet AGL, ATC directed us to go-around, due to previous aircraft still on the runway. I performed the soft go-around procedure. I called for go-around flaps and the FO selected flaps 2, but the correct flap setting for go-around was flaps 3, as this was a flaps Full approach. I noticed the incorrect flap setting when I saw the airspeed was down in the aircraft's amber "hook" indication. Normally we would be five knots above the top of this hook, the top of which is Vref. I manually selected a higher airspeed and accelerated before commencing the turn away from the runway. The rest of the go-around and subsequent approach and landing were normal. Lack of recency of experience due to short term leaves of absence may play a role. My FO hadn't flown a lot since returning from a six month hiatus. I also had close to a month off, due to COVID. I feel that I could have reduced my approach speed earlier and thereby increased our spacing. However, we had been assigned 160 knots to a 5 mile final. We complied with that ATC instruction. When I am pilot flying, I brief that a go-around is a successful outcome and encourage my FO to call it out if I don't meet stable approach criteria. I think in the future I will include in my approach briefs which flap setting corresponds to the "go around flaps" call. This aircraft family uses flaps 3 and flaps full for landing, but "go-around flaps" is a command to go either from flaps full to flaps three or from flaps three to flaps two. We don't do that

many go-arounds, so a quick review might help. Additionally, watching the preceding traffic more closely on TCAS could have prompted an earlier speed reduction and notice to ATC that we were unable to comply with the previous speed assignment.

## Narrative: 2

During go-around I inadvertently selected flaps 2 instead of flaps 3 during the flap retraction sequence. The PF noticed and compensated, and we continued with the cleanup and subsequent climb and re-vector back runway for a landing with no other issues. I inadvertently selected single engine go-around flap setting of flaps 2 instead of full flaps to flaps 3 go-around. Continue training go-around procedures in training and being more mentally prepared for a potential go-arounds in the landing phase.

## Synopsis

Air Carrier flight crew reported selecting the incorrect flap setting during a go-around maneuver. The Captain stated lack of flying was a contributing factor.

ACN: 1801086

## Time / Day

Date : 202104

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class E : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 12137.75

Experience.Flight Crew.Last 90 Days : 112.4

Experience.Flight Crew.Type : 2011.32

ASRS Report Number.Accession Number : 1801086

Human Factors : Situational Awareness

## Person : 2

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 14356.42

Experience.Flight Crew.Last 90 Days : 102.68

Experience.Flight Crew.Type : 562.48

ASRS Report Number.Accession Number : 1801078  
Human Factors : Situational Awareness  
Human Factors : Distraction

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

On ZZZZZ SID out of ZZZ, I overshoot at or below altitude of XX,000 at ZZZZZ1. At XX,000, I noticed the overshoot and proceeded with correction. Aircraft settled at XX,500 before altimeter showed trend correcting back to XX,000. ATC called us at about XX,300 to verify we were going to stay at XX,000 until ZZZZZ1. Contributing factors include light aircraft with high climb rate, hand flying and pilot proficiency deficit.

## Narrative: 2

We were cleared to climb via the ZZZZZ RNAV departure from ZZZ. As we approached ZZZZZ1 intersection, I went heads down to get a sunshade. ZZZZZ1 has a restriction of at or below XX,000. We exceeded the altitude by 500 feet. ATC called us as we returned to XX,000. After ZZZZZ1 continued our climb.

## Synopsis

Air carrier flight crew reported an altitude overshoot during departure and cited the aircraft being light and lack of flying as contributing factors.



ACN: 1801034

## Time / Day

Date : 202104

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 16000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class A : ZZZ

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 14

ASRS Report Number.Accession Number : 1801034

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Other

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I worked a very busy arrival push into the ZZZ Metroplex. Because of the lack of staffing, I was forced to work [Position 1] and [Position 2] combined with weather and substantial in-trail requirements which I was physically unable to meet. The entire workload was pushed onto one controller. During this time, Operations Manager [name] was a direct distraction to the operation of the sector and a detriment to safety. His loud conversation caused me

to have a difficult time hearing the aircraft. Eventually, I was forced to ask him to have his conversation further than 3 feet away from me. Of course, this led me to take my focus away from the task at hand, which was the safety of air traffic. There needs to be some reasonable in-trail requirement restrictions from ZZZ-TMU. If I have to give 15 miles in trail, and I am only receiving 10 in a sector filled with weather the task is near impossible. Especially, if the majority of my clearances are "When able" clearances. There is just not much you can do to conduct a safe operation in such a situation. This is a direct and detrimental distraction to air traffic safety. I would avoid having managers enter the control room and have loud conversations about things other than air traffic right behind or beside controllers.

## Synopsis

Center Controller working combined position reported communication issues with an aircraft after being distracted by a nearby manager having a loud conversation.

ACN: 1801032

## Time / Day

Date : 202104

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Route In Use : None

## Person

Reporter Organization : Government

Function.Air Traffic Control : Ground

Function.Air Traffic Control : Flight Data / Clearance Delivery

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 4

ASRS Report Number.Accession Number : 1801032

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Environment - Non Weather Related

Narrative: 1

After arriving to the morning shift, and after completing the pre-duty checks, I was assigned to work Ground Control West, Ground Control East, Clearance Delivery, and Flight Data. This task was very daunting and unsafe to work all combined as it is the time of a departure push mixed with arrivals and maintenance repositions about the airport while also giving clearances, marking flight progress strips, updating the ATIS, etc. The weather was also IFR, protecting airport critical areas, and heavy in trail spacing from ZZZ Center and ZZZ TRACON because of thunderstorms in the vicinity. I felt overwhelmed with the amount of tasks to complete and think that safety was compromised and efficiency was depleted. Staffing needs to immediately be visited, and the ability to call in overtime without the many approvals that are needed. Safety is number one, and I feel that we are not taking care to ensure safe operations exist. Almost all employees are working mandatory 6-day work weeks with no end in sight and working today from XAam until XHpm with 4 controllers is not safe.

## Synopsis

Ground Controller reported safety concerns with working combined positions, being overworked and under staffed especially in weather conditions.

ACN: 1800917

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Nav In Use.Localizer/Glideslope/ILS : XXR

Flight Phase : Initial Approach

Flight Phase : Descent

Route In Use : Direct

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1800917

Human Factors : Fatigue

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While on descent in to ZZZ, I the CA was PF. We received a different runway assignment than anticipated. We were cleared to "cross ZZZZZ at 3,000 feet, cleared the ILS [Runway] XXR approach ZZZ." The runway change was made in the FMS from YYR to XXR. While in VNAV path and cleared for the approach we set FAF Glideslope intercept altitude of 2,000 feet in the altitude window. The last-minute change left us a bit high so we lowered the landing gear and selected LVL CHG in order to re-intercept the path. ZZZZZ the IF was in the FMS twice and while trying to correct that and heads down and distracted (because we were no longer in VNAV) the aircraft descended through 3,000 feet towards the 2,000 feet set in the ALT window. I caught the mistake at approximately 2,600 feet MSL and leveled off until intercepting the glide path. There was no correction from ATC, no known traffic conflict etc. Normal uneventful landing. Upon further consideration I determined it was best to file a report. Cause - Short night, last minute runway change, lack of recency of experience...infrequent flying over the last year with the pandemic. PF [should] have better situational awareness and avoid both pilots being heads down even if the PNF is having difficulty correcting the FMS issue.

## Synopsis

Air Carrier First Officer reported an altitude deviation during approach caused by possible fatigue, a late runway change and lack of recent flying experience during the pandemic.

ACN: 1800908

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737 MAX Series Undifferentiated

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1800908

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

Human Factors : Time Pressure

Human Factors : Confusion

Human Factors : Fatigue

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Software and Automation  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Manuals  
Primary Problem : Aircraft

## Narrative: 1

While flying I failed to fully configure by 1,000 feet AGL. Approach was a Visual Approach. Conditions were clear, 10-mile visibility, and light winds. When landing on Runway XX, TRACON had a restriction to cross a point at 2,600 feet. Configuration at that point was Gear and Flaps 15. Began the descent but had trouble initiating the descent due to automation configuration. During this phase of the approach for some reason I thought I had until 500 feet AGL for final configuration during a Visual Approach. Final configuration was accomplished by 700 feet. Later I referred to the Operating Manual and realized my mistake. Causal factors [included] a lack of recent flying. Aircraft was a B737 Max and this was the first time I flew one in over X years. This aircraft does not slow down and go down like the B737 NG thus adding to configuration delay. Failure to remember that ALL approaches require final configuration by 1,000 feet. Pairing had a XC: 10 Sign-In requiring me to get up at XA: 30. Although this occurred at approximately XI:00 I had already been awake for 9 hours, some of it on the back side of the clock. Perhaps have the same criteria for both IMC and VMC as far as being "in the slot" this would eliminate any confusion at all. Bottom line, I confused the issue and will not allow that to happen again.

## Synopsis

Air carrier Captain reported final configuration was not accomplished until 700 feet which is not in accordance with the manual.



ACN: 1800902

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1800902

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Person : 2

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1797444

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Person : 3

Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
ASRS Report Number.Accession Number : 1800914  
Human Factors : Confusion  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Security  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Crew  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I arrived at the aircraft about an hour prior to departure. The gate agent checked me in and let me down the jetway. I began my standard pre-flight flow, loading the flight plan, and setting up my EFB. Due to COVID, I had not been flying very much (my second turn/trip since 202011) and I was making sure I double checked all data entries and flows/procedures in the cockpit. After completing the pre-flight, I was again focused on double checking the route and weather. Unbeknown to me, a deadheading crew stayed on the aircraft after arriving from their inbound/working leg. The flight departed uneventfully and safely arrived at ZZZ. Because of COVID and manpower adjustments, I had not been flying recently. During pre-flight, and while setting up the cockpit, my focus was 100% on completing procedures and properly setting up the FMS. I had very low situational awareness on what was going on in the back of the aircraft, and any ramifications during the crew swap. During the next recurrent training or quarterly distance learning, the importance of minimum crew should be emphasized. In addition, it should be emphasized that an off going crew, though trained on the aircraft, are considered "passengers" if they are not specifically working the flight.

## Narrative: 2

When I scanned my badge at gate, I was advised by Agent that there were deadheading FAs already on-board, because they brought the aircraft in. I was the last working FA to board aircraft. When I boarded, I noticed several FAs and a couple pilots already seated. This constituted a minimum crew violation since all working FAs were NOT on-board prior to customer boarding. It could be helpful to make it a bit more clear that, even when FAs bring an aircraft in and are deadheading back on the same aircraft, they must exit the aircraft (take their belongings??), and scan their boarding pass at the gate with the Agent, since they would then be considered a passenger. It could also be helpful to send a reminder to our Agents kindly asking any inbound crew (pilots or FAs) to deplane (with their belongings?) until minimum working FAs are on-board, to comply with FARs.

## Narrative: 3

When I arrived at ZZZ in the morning I discovered my First Officer had been replaced. At that point I discovered that I would have a new First Officer on each leg probably a short call reserve guy there had been a weather event the day before on the east coast. The first leg was uneventful and the First Officer and I said our goodbye's. I was assigned to fly the same aircraft again on the leg to ZZZ1 and assuming the second First Officer was also called out short call. I stayed on the aircraft to pre-flight and do the walk around in case he was also delayed getting to the airport. Apparently, at some point the gate agents allowed some DH crews to board the aircraft while I was doing my pre-flight checks. I never learned of this for XX days and can only assume that if I heard them boarding that I thought it was my working flight attendants or catering. When my First Officer arrived at the aircraft, we completed the pre-flight checks and then I walked back to give the flight attendants a briefing. Since this was so long ago, I can't say for sure what I did or didn't say to them but I probably didn't say anything about the minimum crew because they were all there and boarding had begun. I was never informed by any flight attendants or gate agents that DH crew had been boarded before they arrived. I could have been more aware of who was getting on and off the aircraft. But the DH crew themselves should have realized there was no FAs on board and did the right thing and deplaned. Suggestion - Gate agents [should do] their job and not allowing DH crew on aircraft like their supposed to.

## Synopsis

Air carrier flight crew and a Flight Attendant reported a minimum crew issue prior to boarding of deadheading flight attendants and pilots.

ACN: 1800896

## Time / Day

Date : 202104

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : POU.Airport

State Reference : NY

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Tower : POU

Aircraft Operator : Air Taxi

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 135

Flight Plan : VFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Visual Approach

Route In Use : Direct

Airspace.Class D : POU

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Private

ASRS Report Number.Accession Number : 1800896

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Air Traffic Control

Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

## Narrative: 1

While flying Southbound at 1,800 feet. I established radio communications via CTAF. Self-announcing to low level helicopter traffic in the vicinity of the [POU] airport in order to ensure proper separation. I was queried by a voice as to my call sign, in which I replied my call sign. I believed at the time that I was speaking with the operator of the helicopter which I was attempting to communicate with. The voice then advised me that POU Tower was currently open. I requested clearance, which was approved. The Controller did advise me that a violation may have occurred. The flight continued without incident where we landed safely at the destination. All NOTAMs for the enroute phase of flight were checked prior to with no mention of normal hours resuming at POU. It has been my experience since the COVID Pandemic that Dutchess Tower was operating on an amended schedule, 4:00 PM Tower closure. I was not aware nor did I see any notice that normal hours had resumed. I did call the POU Tower after landing. I did identify myself as the pilot. ATC collected my information and advised me [further]. I was advised that no notice or NOTAM was put out as to the change, but LACK of a NOTAM was the indication that normal hours had resumed. A NOTAM or notice needs to be circulated advising local pilots who have become programmed to the early Tower closure since the beginning of the pandemic, that normal hours have resumed. More so than just the "lack of a NOTAM."

## Synopsis

Pilot reported the ATC Tower at POU airport closed mid-afternoon during the COVID-19 pandemic, but unbeknownst to the reporter; the Tower had returned to normal hours of operation during this flight. Reportedly, there was no notice or NOTAM advising of the change.

ACN: 1800795

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 31

Altitude.MSL.Single Value : 22000

## Environment

Flight Conditions : Mixed

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Personal

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Descent

Route In Use : Direct

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 4000

Experience.Flight Crew.Last 90 Days : 100

Experience.Flight Crew.Type : 100

ASRS Report Number.Accession Number : 1800795

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Other / Unknown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

From frequency XYZ.A to XZB.A we not only received a ridiculously late handoff, but we in turn found our self at 22,000 feet 30 miles out from the airport. We were only able to maneuver to descend because of visual conditions. This is the first of many reports due to ATC inappropriate staffing. The Controller that was unable to hand us off was clearly saturated with work and busy enough to make us pilots concerned that the Controller did not have ours or others best interests at hand.

## Synopsis

Pilot reported communication issues with ATC left them too high near their destination and stated the Controller was overworked and understaffed.

ACN: 1800683

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1800683

Human Factors : Training / Qualification

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

While hand flying airspeed went above VMO. Airspeed went to around 335 knots. Cause -  
The lack of flying in the past year.



## Synopsis

Air Carrier Captain reported over-speeding the aircraft and cited lack of flying as a contributing factor.

ACN: 1800391

## Time / Day

Date : 202104

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Airspace.Class A : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Airspace.Class A : ZZZ

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Departure

Function.Air Traffic Control : Approach

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 2

ASRS Report Number.Accession Number : 1800391

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Fatigue

Human Factors : Human-Machine Interface

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Other

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Provided Assistance

Result.Air Traffic Control : Issued Advisory / Alert  
Result.Air Traffic Control : Separated Traffic  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Contributing Factors / Situations : Weather  
Primary Problem : Weather

## Narrative: 1

I had just arrived for my shift for the day. It was mostly slow to start with, however bad weather had already moved through the airspace and another, much larger weather system was moving into the sector below me. I was told the ZZZ [Airport] and ZZZ1 [Airport] arrivals were shut down over ZZZ2 [Airport] and would be coming my way. Next thing I know, I have about 20 planes flashing at me from sector X West of me and every airplane was routed ZZZZZ [Intersection], ZZZ [VOR] next fix. A lot of those next fixes were bad routes and would have not been per the letter with how we would give planes to ZZZ Approach or ZZZ1 [Approach]. Besides that, though, a lot of those airplanes were not properly separated and would have been in conflict shortly after entering my airspace with not only the airplanes they were handing me but with the airplanes I already had. They needed ZZZ1 [Airport] arrivals down to at least FL280 or lower at Sector Y (the sector I was feeding) and we were receiving them. Stacked from [Sector] A and [Sector] X some as high as FL400. That gave us approximately 20 miles to get them down all the while receiving north bound traffic over the same 10 miles stretch that we were putting south bound planes through because ZZZ1 [Airport] departures and overflights from ZZZ3 [Airport] had not been shut off. After it become so congested at the south end of my sector that I could no longer separate planes or data blocks, I requested a D Side. One was not available because the only staffing we had was currently plugged-in working. I then told informed my Supervisor that I could no longer accept hand offs from Sector X. He said he would tell them. Sector X, however, continues to drive airplanes into my sector without a handoff or point out. I had to take evasive action on one airplane and turn one of mine 35 degrees to avoid hitting an airplane that was 10 miles in my sector with no hand off or point out. Once we finally got that sorted out, those airplanes continued south to [Sector] Y who became so saturated that he could no longer take handoffs from me so I had to put airplanes into holding with nowhere to hold them because military airspace was active and I was still very congested. I may have violated military airspace because of trying to descend airplanes to avoid another aircraft at the same altitude. I also had to pull my mask off at one point when I started to get bad read backs because I didn't have time for bad read backs. Every second counted when you are solid red with no D side. I did eventually receive a D side sometime later. There NEEDS to be better pre-planning. Especially from TMU. Also, when it is requested that TMU shuts down departures from ZZZ1 [Airport] they need to do it! Telling ZZZ1 [Airport departures] we can still take them but 15 in trail doesn't work. Also, the masks are a safety hazard when we are busy! Pilots cannot hear us properly and if we are having to repeat ourselves, wait for another read back it is taking away precious seconds we could be giving the next plane a control instruction and breaking our thought process to the next airplane. Also having only enough staffing for one D side in the entire area is ridiculous! Every sector needed a S side and there was only one available. We are back to normal schedules and working 6-day work weeks with overtime and the staffing is still not enough for safety! Not to mention we are

tired working 6-day weeks. It doesn't allow us to properly recoup after long days working. There also needs to be more organization when something is shut down. Planes should come to us sequenced so we can then Sequence with the airplanes we already have and not aimed at the same fix.

## Synopsis

Center Controller reported an unsafe shift due to weather and lack of staffing resulting in handoff and separations issues.

ACN: 1800382

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling : CLR

## Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Personal

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 1043

Experience.Flight Crew.Last 90 Days : 11

Experience.Flight Crew.Type : 209

ASRS Report Number.Accession Number : 1800382

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

Were Passengers Involved In Event : N  
When Detected : Taxi  
Result.Flight Crew : Overrode Automation  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Taxi for departure, instructed to taxi from the FBO ramp to runway via [Taxiway] 1 cross Runway XX, I missed the right turn onto [Taxiway] 1 and ended up on the X/XX intersection via [Taxiway 2]. I made a right turn onto XX around the same time that ground asked if I needed assistance. I verified with ground that a left turn would get me onto [Taxiway] 1. This area is noted as HotSpot on the airport diagram. I had noted the hot spot earlier when reviewing the diagram and was familiar with the airport. Possible contributing factors are a lack of recent operations at airports other than my home base (approximately four months of no cross-country operations involving landings) due to COVID and possible distraction due to having just dealt with an apparently flooded engine. I was probably also expecting Runway XX instead of X; winds were light and variable, and tower was apparently switching runways with some frequency.

## Synopsis

Private pilot reported a taxiway incursion and cited lack of flying and being distracted dealing with a flooded engine as contributing factors.

ACN: 1800325

## Time / Day

Date : 202103

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

## Component : 1

Aircraft Component : Electrical Wiring & Connectors

Aircraft Reference : X

Problem : Improperly Operated

## Component : 2

Aircraft Component : ADS-B (Automatic Dependent Surveillance - Broadcast)

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Qualification.Maintenance : Airframe

Qualification.Maintenance : Powerplant

ASRS Report Number.Accession Number : 1800325

Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Airline was notified by the FAA twice that Aircraft X was not broadcasting ADS-B Out Parameters. The First time the item was deferred and wasn't worked for a year due to the aircraft being in storage because of the pandemic. The item was worked in ZZZ1 and signed off. Airline was notified again the ADS-B Out was not broadcasting. Airline found a wire that wasn't capped as called out in COA (Certificate of Approval/Authority) X.

## Synopsis

Maintenance Technician reported one of their aircraft was found to have wiring issues causing the ADS-B to malfunction. The aircraft had been in storage for an extended time period.



ACN: 1800229

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

## Aircraft

Reference : X

Make Model Name : No Aircraft

Crew Size.Number Of Crew : 2

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1800229

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Fatigue

Human Factors : Situational Awareness

Human Factors : Training / Qualification

## Events

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Sequence XXXX is paper legal but challenges common sense. Bottom line up front, the overall experience level and proficiency of the [aircraft type] pilot group, the training for ZZZZ, ZZZZ itself and the lack of an opportunity to get real rest while flying creates the perfect storm of factors with the potential to cause a true safety event. We had no safety issues on training flight X into ZZZZ and on training flight Y out of ZZZZ. However, this trip inherently causes the whole crew to be "in the red" at the gate day one. The [aircraft type] Pilot Group in normal times run on the low end of the proficiency spectrum with 4 takeoffs and landings a month being a good month as compared to a narrow body pilot who will get close to that in one trip alone. With COVID, the reduced flying schedule, and

pilots taking leave of absences this proficiency has diminished even further. There is also a steady stream of new [aircraft type] pilots entering the fleet despite the flying downturn as retiring pilots are often [aircraft type] Captains. For example, on this crew, the Captain had XXXX hours, the Check Airman and myself had in the XXX-hour range, and the experienced pilot was the Relief Pilot with around YXXX hours. I would say this is typical with two of us have less than a XXXX in the equipment and one pilot being experienced. Point being the [aircraft type] pilot group in a COVID world with diminished proficiency is not at their peak performance capability. Now we add in ZZZZ and the training into ZZZZ. My training into ZZZZ took place at night on the jump seat. Again, this may be paper legal but to me negates the intent of in person training. After this trip my spouse asked me how did the mountains look. My reply, "What mountains?" On our VFR night, I could see none other than the EGPWS red and yellow dots. Luckily, I have a strong memory of going into ZZZZ in a [type aircraft] model and my flight engineer sweating as he ran spaghetti charts trying to figure if we could climbout. With training at night into ZZZZ, it is like someone asking you to find the bathroom in a dark hotel room never seeing the room in the day. You know there are some walls and furniture for obstacles but until you turn on the lights you don't get a sense of how close you are to smacking into something. Also, the elevation and ground speed while sensed was reduced due to being night. We as a [aircraft type] group fly through mountainous terrain to mountain airports that are not high altitude. Thus, we are "new" as a group on this equipment despite previous experience on other equipment. Finally, we have the problematic rest issue which is paper legal and perplexing of how it meets the intent of rest. Typically, the Relief Pilot gets the first break. On our Continent Y flights that depart at similar times, most don't sleep but the key difference they land 1-3 am body clock time. So, staying awake the whole flight and not being fatigued is more attainable. This sequence, however, lands at XA am body clock time and flies through the whole WOCL. If a flight is going to this location area, they also land close to XA am body clock time but most Relief Pilots will sleep as the flights takeoff closer to a normal bedtime hour. On this sequence, I would suspect most Relief Pilots will not sleep as they are past the normal circadian dip in the afternoon but not ready for nighttime sleep. End result landing in ZZZ or ZZZ1 with a fatigued third pilot. Now for the PF/PM. Usually, the PF takes the second break. But this is inherently problematic on this trip. If you alternate legs, the PM from the first leg now will be the PF on the second leg. The concern is that typically on a long-haul flight requiring three pilots the workload at this point has decreased and that pilot is winding down for their break. This sequence is the exact opposite. Everyone after sitting on the ground for an hour plus is at a heightened awareness due to the ever-present terrain and typical weather. So, the usual 15 minutes after takeoff to start a break might not work in that it may be less than ideal while still climbing out navigating storms to swap seats. Since we had four pilots this played out differently. Once the PF is able to commence a break that heightened awareness may work negatively against sleep. Also, on long haul flights this is the quietest break as the first service is done and the second hasn't started. Not the case with this sequence as their will be a service because it is a new flight. There is a strong potential that none of the pilots get sleep. All this will be repeated the second day with the added potential for hotel sleep issues etc., and maybe not being able to get the restorative sleep needed to make up for the first night deficit. The second night the takeoff out of ZZZZ will be the most critical in my opinion especially if there is strong weather and or any maintenance issues. But will a pilot really call-in fatigue on the go home leg to attempt rest at 8,000 feet? Finally, there is the human element that no one wants to talk about. What are the options for a crew who knows their limitations when it comes to this trip such as proficiency, experience, fatigue, age etc. All four of us didn't think this sequence was smart and were cautious about being there. Most [aircraft type] sequences are 1 leg and 1 leg or it is a day turn. COVID has changed this but not the expectation level of the [aircraft type] pilot group for this type of flying. When I was junior in the company on reserve, I flew a lot of ZZZ2,

ZZZ3 and ZZZ4. Why because the senior pilots could avoid these high workload cities. Now we are on a senior fleet that by definition is older. There is no true junior pilot on the fleet. Pilots are doing their best to see and avoid this sequence understanding their limitations. I think this adage sums up the situation there are bold pilots and there are old pilots but there are no old, bold pilots. The sequence is ripe with pitfalls and I think the group would rather be old than bold. Somethings we can't overcome no matter how good or professional we are as pilots. One is fatigue. Two is experience and proficiency. This sequence challenges both of these. [Airline] pilots will fly to ZZZZ. This is not in question. How we do this and how smart we are about this is the reason for this report. First examine if the loads and cargo warrant the use of the [aircraft type]. If yes, can it be flown into daylight hours letting the pilots be at their peak waking performance? This would allow two of the challenging factors of this trip to be negated which are night operations into ZZZZ and rest issues. If no, can the trip be divided into a ZZZ1 turn and a ZZZ turn at night that leaves earlier? Still not ideal but better. Finally, can training be accomplished in daylight hours. We can't change the challenging nature of ZZZZ's terrain and weather, but we can change how we operate in and out of the airport to recognize rest concerns, crew limitations and thus optimizing safety every flight.

## Synopsis

Air carrier First Officer reported safety related concerns with flying into and out of a challenging foreign airport. Reporter cited lack of flying, training and fatigue inducing scheduling all increase the risk of flying into this location.

ACN: 1800220

## Time / Day

Date : 202104

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1800220

Human Factors : Time Pressure

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

Narrative: 1

I am not sure the exact detail but it is my understanding that due the COVID crisis ZZZZ airport (ZZZZ) shuts down operation at XA:00 Local. Aircraft X is 'scheduled' to depart at XZ:50 L. Clearly this is unrealistic planning. CLEARLY. I had done this flight the previous week, for the first time, and didn't appreciate how unrealistic the planning was. This is because we got to the airport early, had a light load and we were authorized an early departure. That flight was 'uneventful'. This flight was very different. We showed up on time but were unable to get on the airplane because they were still deplaning wheelchair passengers. The flight was full, XXX passengers that all expected and deserve an uneventful flight. The agents did the best job possible, as well as the flight attendants (who did, as usual, a wonderful job as they were quite aware of the restriction at hand). ZZZZ airport operations is also quite aware of the unrealistic nature of this plan and, although trying to be helpful, were constantly reminding us of the impending airport shutdown. We blocked out 1 minute early. The push and startup were uneventful although very rushed, despite the knowledge we needed to be safe and not 'rush to comply'! We had planned, per the ATIS, for a south departure but ZZZZ, I am sure to 'help' the flow, changed the departure to the north. We safely accomplished all checklists and briefings and managed to make it down and 'ready for takeoff' at approximately XX:00 z. The whole time from pre gate to this point we had been 'reminded' multiple times by everyone including dispatch (who did a fine job) of the impending 'return' to the gate if we didn't get airborne on the hour. Upon check in with tower we were told to stand by. I was fully expecting them to tell us that we were unable to depart and to return to the gate. We waited and were ultimately cleared for takeoff. Our off time is XX:03 z. It is my belief that, despite the accounting of this event, the entire crew did an outstanding job and I believe we did not compromise safety despite multiple opportunities to do so. I am filing this report the unsafe nature of this 'setup' and also to account for a 'late' departure from ZZZZ at XX:03 z (XA:03 L). The rest of the flight was, thankfully, uneventful. I believe my previous description outlines the factors. How anyone can plan for a 10-minute window on a full international flight, departing at XA:00 am body clock time in a foreign location is beyond me. This is an accident or a incident waiting to happen that is totally unnecessary. This is a peacetime operation, not wartime. Change the schedule. Put some realistic thought into how pilots can be pushed into rushing to comply. As the Captain I had to balance the needs of our passengers, the demands of the local airport personnel, the well-being of the crew and the safety of entire operation leading into a stressful 10 minutes of 'getting it done'. I will be inclined to decline in the future.

## Synopsis

Air carrier Captain reported that a foreign airport under COVID-19 closure scheduling does not allow for proper pre-flight procedures.

ACN: 1800194

## Time / Day

Date : 202104

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1800194

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Flight Crew

When Detected : In-flight

When Detected : Pre-flight

When Detected : Aircraft In Service At Gate

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

As a pilot, I am not required to wear a mask in the flight deck, because of the potential safety consideration of not being able to don my oxygen mask quickly enough and degradation of communication. But yet I have to watch the flight attendants wear a mask continuously throughout our duty day. I have had many flight attendants complain of fatigue and headaches due to wearing the mask. I fear this could cause a safety issue- degradation of communication with passengers, unable to communicate effectively in the case of an emergency, slower reaction time in an emergency. I would also argue that ground personnel should not be wearing masks. As I conduct my walk around the aircraft,

the noise of the APU and airport in general prevent normal conversation. Yelling and hand signals have to be used. Many, many times I have been unable to understand what is being yelled at me, and have to move within 6 feet of the other person to understand what is being said. Ground personnel are also throwing heavy bags constantly, in all weather. The WHO does not recommend wearing masks during heavy exertion, and a wet mask is a worthless mask. The front-line workers of the airlines were forced to wear a mask based on the potential that the mask would prevent transmission of a virus. I argue that not enough research and consideration was made into the potential harms of wearing masks in and around aircraft. OSHA recommends mask fit tests, education, breaks from masking, and studies into the effects of mask wearing in workplaces. I do not believe cost benefit analysis were conducted. We should not be masking children younger than 5 years old. This is a recommendation by the World Health Organization. I would like to see a survey or study done on the effects of mask wearing on employees in the aviation industry. I understand a study was conducted on mannequins in regards to viral transmission on aircraft, but this is inadequate.

## Synopsis

Air carrier First Officer reported safety and health concerns with personnel having to wear face masks.

ACN: 1800138

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Component

Aircraft Component : Engine

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 15353

Experience.Flight Crew.Last 90 Days : 88.78

Experience.Flight Crew.Type : 88.78

ASRS Report Number.Accession Number : 1800138

Human Factors : Distraction

Human Factors : Human-Machine Interface

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying



Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 875.32  
Experience.Flight Crew.Last 90 Days : 18  
Experience.Flight Crew.Type : 875.32  
ASRS Report Number.Accession Number : 1800616  
Human Factors : Training / Qualification  
Human Factors : Situational Awareness  
Human Factors : Physiological - Other  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Upon arrival in ZZZZ, we were instructed to taxi on Taxiway E and hold short of the ramp since our gate was occupied. I was watching the activity on the ramp that was indicating a possible gate change to hard stand X. During that time with the parking brake set and while I was looking at the airport diagram the First Officer informed me that we had reached the 3-minute required cool down of the engines. I asked him to shut down engine 2. I instinctively followed his movements and noticed that he was holding eng1. Without thinking I said "no no no" and as a result he moved the engine master from off back to on and the EGT momentarily entered the red zone. All other indications were normal and no ECAM or STATUS messages were displayed. I then asked the First Officer to shutdown engine 2 which he did. We taxied to hardstand X with no incident, shut down engine 1, and performed the parking and terminating checklists. We debriefed the incident and it was obvious that the First Officer was really affected by the mistake. After the last passengers deplaned, I called Maintenance Control to discuss the incident. Local Contract Maintenance also arrived because they were going to move the aircraft. I asked the crew to head to the hotel and I stayed with the airplane to make sure everything was taken care of. The EGT exceedance was considered transient and the required inspection was minimal so the airplane was available to return to service quickly and caused no delays. Later I met with the First Officer and we had a long conversation regarding what went on, the threats this pandemic had brought to us as a pilot group especially the fact that we don't fly much, what we both learned from the incident and what we could have done better next time.

## Narrative: 2

Taxing to the gate, ramp told us to hold short of the ramp on [Taxiway] E. While holding short of the ramp on E, I told the Captain that we had our 3 minutes for engine cool down.

The Captain told me to go ahead and shut down engine 2. I ran my flow and instead of selecting engine master 2 I select engine master one. The Captain saw that I had select the wrong one, and said, " no no no". With the Captain saying that, I took that as put engine select one back to on. I put the selector back to on and the engine stayed running but the EGT came up and momentarily touched the red arc. Once we got to the gate, and accomplished all of the checklist and got the passengers off the plane the Captain called Maintenance and was talking with the local Maintenance guys on the situation. He stayed behind to make sure everything was being taken care of properly and making sure Company Maintenance and local understood what had happened instead of just writing it up and walking away. Kudos to the Captain! I was disappointed in myself for making the mistake and during the debrief the Captain could see that. I apologized to him for making the error that I did. We talked about it and he mentored me through it. I believe not flying that much in the past year do the pandemic played a factor into my error. I am not blaming the pandemic, but do to not flying as much it's a link to the error. Another link to the error, is I reverted to the last plane I flew. We would shut down engine one while taxing in. What I learned from this situation is that when you are not flying as much as you normally do, you really need to slow down and be more deliberate in your flying and flows. Think what you are doing and what you will be doing next. Do more chair flying to help close the gap from not flying as much. Do to flying not as much before each trip I will review flows, procedures, and do more chair flying to keep this from happening again.

## Synopsis

Air carrier flight crew reported the First Officer inadvertently turned off the number one engine rather than engine number 2 during taxi-in resulting in a momentary EGT spike. Both crew members cited lack of flying as a contributing factor.

ACN: 1800041

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs): 1

ASRS Report Number.Accession Number : 1800041

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Ordered to wear a mask that covers my nose and mouth while working on position. Noticed multiple read back errors as pilots were having a difficult time hearing and understanding my control instructions. Covering my mouth directly impacted my ability to communicate effectively with pilots. Wearing a mask while on position is also a major distraction as it interferes with my headset. I feel as though I could not efficiently control traffic, check routes and perform any other duties on position with this distraction. I believe this has also led to a work environment wherein certain members of management are seeking disciplinary action against controllers. This is raising the stress level of an already stressful atmosphere. It has become abundantly clear that safety of the NAS is no longer the priority at ZZZ Center. Air Traffic Control Specialists should not be required to cover our mouths while on position. The safety of the NAS and the flying public is being **compromised to comply with a "mask mandate" order. Covering one's mouth with anything while on position directly effects an Air Traffic Control Specialist's ability to safely and efficiently separate aircraft, issue control instructions and disseminate weather information.** I do not accept responsibility for potential incidents or fatalities due to being forced to cover my mouth while on position. It is unsafe.

## Synopsis

Center Controller reported safety concerns with having to wear face masks while on position. Controller referenced the face mask is distracting and make instructions difficult for pilots to understand.

ACN: 1800020

## Time / Day

Date : 202104

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reporter Organization : Government

Function.Air Traffic Control : Supervisor / CIC

Function.Air Traffic Control : Enroute

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs): 12

ASRS Report Number.Accession Number : 1800020

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

At ZZZ [Center] I have experienced multiple issues with equipment failures related to the Level 3 cleaning being performed. Today we had 4 separate data input keyboards which were not functioning properly. On one sector, as we tried to open the sector, the code button on the \*DIK was stuck. As a result, we could not see that any handoffs were in progress to the new sector being opened. This caused unsafe delays in opening sectors as we tried to find the root of the problem. I have noticed the multiple equipment issues since we started level 3 cleanings. I reported the issues to the SOC, they said they understood and agreed that it has a negative effect on the equipment, but there is nothing they can do about it. They said that they have also expressed their frustration on the damage it is doing to equipment, but fallen on deaf ears. Stop Level 3 cleanings. The CDC has reported that there is a 1/10,000 chance of COVID transmission through surface contact. One of the latest CDC releases said that these cleanings are "theater" and not necessary. The FAA should be following CDC guidelines and stop these cleanings.

## Synopsis

Center Controller reported that due to COVID-19 cleaning, four separate data input keyboards were not functioning properly.

ACN: 1800010

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs): 14

ASRS Report Number.Accession Number : 1800010

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

On Date, ZZZ Approach had to close due to a COVID cleaning. The ZZZ [Center]/ZZZ [Approach] Contingency Plan, that has been agreed upon since Month X 20XX, was not adhered to. The Contingency Plan states that ZZZ should DO this first. Cleanse the airspace Re-route/Divert/Hold Use traffic management initiatives No divestment expected Ground stop all departures for ZZZ2 area airports I believe that the Contingency Plan should have been adhered to. If adjustments need to be made, they should have been made after the occurrence. The plan could have been collaborated and trained.

## Synopsis

Center Controller reported that the ZZZ Center Contingency Plan was not followed for COVID -19 ATC cleaning of an underlying Approach facility.

ACN: 1799974

## Time / Day

Date : 202104

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 6000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 20000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Transport, Low Wing, 2 Recip Eng

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Nav In Use : GPS

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 4800

Experience.Flight Crew.Last 90 Days : 35

Experience.Flight Crew.Type : 530

ASRS Report Number.Accession Number : 1799974

Human Factors : Distraction

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Exited Penetrated Airspace  
Result.Air Traffic Control : Issued Advisory / Alert  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Picked up newly acquired aircraft at ZZZ1 [Airport]. Filed an IFR flight plan to ZZZ2 [Airport]. Prior to departure I tried the ZZZ Approach frequency on the ground to activate my flight plan. There was no response (probably no GCO). On departure I called ZZZ Approach to activate flight plan. ZZZ [Approach] advised they had no flight plan on file; I requested in-air filing. ZZZ [Approach] notified [me] they were understaffed due to COVID and couldn't help. Advised contact with ZZZ1 Approach. ZZZ1 Approach said they couldn't provide services and instructed me to remain clear of Class Bravo. I misread the new-to-me GPS and entered Class B airspace. I was monitoring XYX.Z; ZZZ1 [Approach] called, vectored me out of Class B and advised ATC phone number to call. There were several contributors to the incursion but ultimately it was avoidable by taking different action when my flight plan was not available - landing and re-filing. Contributing factors included (1) unavailable flight plan, (2) familiarity with the equipment on board this aircraft, and (3) pilot's expectation of receiving a clearance in unfamiliar airspace (95%+ flights are conducted under an IFR plan ).

## Synopsis

GA pilot reported not being able to activate an IFR Flight plan due to ATC not having it on file. An adjacent ATC facility could not provide help either. Pilot also reported entering Class Bravo airspace unintentionally after misreading the aircraft's new GPS system.



ACN: 1799715

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Integrated Audio System

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1799715

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

This covers two flights in the same airplane. I was doing a Captain OE flight with a Check Airman for both legs. The airplane had come from the hangar to try to address an MEL. The FO's audio control panel inoperative. The procedure in the MEL was used to recover the audio channel on the affected side. However, doing this rendered the following systems inoperative. The FO's side stick Push To Talk (PTT) would not work. The ACARS would not work. We failed to write up the above items since we knew the cause was the audio switching panel issue. If we had written up the ACARS as not working, we would have seen MEL #### which has some Dispatch procedures and operational procedures on our part. One of which is to monitor company communications thru SELCAL or voice on appropriate VHF/HF frequencies. However, the FOM enroute/communications section states that flights will continuously monitor ACARS, SELCAL, and/or appropriate VHF/HF frequencies (121.5 does not transmit SELCAL). Although ACARS is the primary means of maintaining this watch domestically, foreign coverage is limited. If ACARS is inoperative or in an area without ACARS coverage, establish a SELCAL or monitor the appropriate voice frequency. The Company must be able to immediately communicate with the aircraft at all times. We both failed to do this on both legs of the day. Although I finished training on Date, my first OE trip started approximately 3 weeks later. This was my second OE trip. There have been huge time gaps in my training and I was still feeling very much in the yellow on this airplane. My inexperience with the airplane and domestic flying kept me very firmly in the yellow while flying those legs. It wasn't until I was able to decompress from those flights the next morning that it occurred to me that we didn't adhere to the above referenced FOM. Even though I am flying with a Check Airman and said Check Airman has signed for the airplane, I still need to be in command and take my time to check all of my available references. Even if this means the flight goes out late or we refuse the airplane.

## Synopsis

Air Carrier First Officer reported not following company communication procedures and cited lack of flight time between training and actual OE flight as a contributing factor.

ACN: 1799711

## Time / Day

Date : 202104

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Windshear

Light : Night

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Nav In Use.Localizer/Glideslope/ILS : Runway XXC

Flight Phase : Initial Approach

Route In Use : Visual Approach

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1799711

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Air Traffic Control  
Were Passengers Involved In Event : N  
Result.Flight Crew : Returned To Clearance  
Result.Flight Crew : Overrode Automation  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

The flight was worked by myself/CA as the PM and the FO as the PF. Both of us are reserve pilots and haven't flown very much this year. Extensive ground delays combined with multiple weather reroutes caused us running 3.5 hours behind schedule. We ended the day with 11.8 hours duty and approximately 8 hours flight time after factoring in a maintenance test run prior to our turn. On the arrival we were assigned delay vectors for Runway XXC due to ZZZ airport's wind shear concerns. We continued to plan accordingly. Visual conditions in the ZZZ terminal area, current speed was 220 knots, approach cleared us down to 3,000 feet and 030 heading. Shortly after they asked if we had the field in sight. We confirmed, then they cleared us for the visual approach Runway XXC and gave additional instruction to slow down to 160 knots. The PF called for Flaps 8 and then Flaps 20 at appropriate speeds. As we continued to slow down, he contemplated a need for flaps 30. Due to it being almost XA PM, the flight deck was dark, so I grabbed the speed cards and turned on my chart holder light to verify if we needed flaps 30 to stay above maneuvering speed. I noted flaps 20 provided a 4 knot buffer above slowest maneuvering speed, however, the flight conditions caused some light turbulence stemming from gusty wind conditions. The PF called for flaps 30 to provide a bigger margin of safety above Va. Unfortunately, as I got distracted with our Va and speed cards previously mentioned, I failed to notice that the APPR mode was not armed. As result, staying in HDG mode and distracted we flew through the Localizer. Approach called and queried us on our flight path. The PF disengaged the autopilot and corrected back without delay while I responded to ATC that we're correcting. The PF landed the aircraft shortly after without any further irregularities. Despite a warranted concern to make sure we're at a safe speed for the given aircraft configuration, I let myself become distracted with said task and should have done better dividing my attention. As soon as the words "cleared for the approach" are broadcasted, focus should shift to the FMA by both pilots for confirmation that APPR Mode is armed.

## Synopsis

Air Carrier Captain reported a track deviation and cited lack of flying by both pilots contributed to the event.

ACN: 1799646

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Descent

Route In Use : Direct

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1799646

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Undershoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

Was re-routed on different arrival due runway change from XC to XXC; we were subsequently given a crossing altitude of 12,000 feet by ZZZZZ [Intersection]. We were close and had a tailwind of 45 knots. I mentioned several times to the FO, who was PF, that we needed to get down. First, we were told to speed up to 300 knots and subsequently slowed down to 250 knots. I loaded points and altitude in the FMC and initially the FO was high on the path and going higher, but then started to correct to the path. It looked like we would still make restriction initially. Again, I told him to get down and then the FA called from the back. I made a PA which distracted me from monitoring the FO. He changed the modes from VNAV to VS when we were slowed and leveled off to slow down. A radio change came and he had to talk to ATC since I was off the radio; then we missed the altitude constraint by 800 feet. The FO was freshly back from a year leave due COVID. Also, I was being distracted and off frequency due to FA call, the tailwind and my underestimating the FO's ability. All these contributed to my poor pilot monitoring. It initially looked like he was joining the path but when he changed modes to VS all bets were off. The FO was behind and I did not realize it fast enough to prevent the mistake. Focus on flying plane and monitoring same too complying restraints or clearances before other tasks.

## Synopsis

Air Carrier Captain reported an altitude deviation during arrival. Captain cited the First Officer's lack of flying and being distracted by a PA as contributing factors.

ACN: 1799488

## Time / Day

Date : 202104

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 30000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Corporate

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 10215

Experience.Flight Crew.Last 90 Days : 16

Experience.Flight Crew.Type : 6515

ASRS Report Number.Accession Number : 1799488

Human Factors : Time Pressure

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Flight was from ZZZ to ZZZ1 a route that both pilots were very familiar with and regularly fly approximately once a month. Our filed route and our cleared route was "ZZZ2 ZZZZ1.ZZZZZ1.ZZZZZ2.ZZZZZ3.ZZZZZ4.ZZZ3." Cruising at FL300 ZZZ Center on [frequency] called: "Aircraft X cleared direct ZZZZZ3" as PNF I looked down to select direct ZZZZZ3 in the FMS. I was surprised to see that neither ZZZZZ2 or ZZZZZ3 was in the flight plan entered in the FMS. I entered ZZZZZ3 and selected DIRECT. At this point we were approximately abeam ZZZZZ2 and paralleling our correct route but several NM to the east of it. I was certain that I had entered both ZZZZZ2 and ZZZZZ3 into the FMS prior to departure from ZZZ, but apparently, I then had inadvertently linked the end of the ZZZZZ SID which was ZZZZZ1, to the beginning of the ZZZZZ5 STAR which was ZZZZZ4, which effectively eliminated the two waypoints ZZZZZ2 and ZZZZZ3 which were in between the SID and the STAR. Our SOP is for both pilots to review the filed flight plan, the clearance and the FMS flight plan together before leaving the ramp. I was hurried that morning and made a mistake which was not discovered on the ground because we neglected to review the Flight Plan/Clearance/FMS per the SOPs. Our flying has been greatly reduced in the last 12 months and we seemed to be rushed to prepare for the flight despite showing 1 hour and 10 minutes prior to the scheduled departure. Strict adherence to the SOPs is planned for all future flights.

## Synopsis

Corporate pilot reported a track heading deviation after misprogramming the FMS resulting in two fixes being dropped from the route. Pilot cited time pressure and lack of recent flying as contributing factors.



ACN: 1799448

## Time / Day

Date : 202104

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1799448

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Inflight Event / Encounter : Fuel Issue

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was the Captain on Aircraft X from ZZZ to ZZZ1. We were boarding the flight and all activities by my First Officer and I were finished. We accomplished the release briefing, departure review, and the appropriate checklists. Our flight was originally planned with a Ramp Fuel of 6300 [pounds]. We had 6600 pounds on board as Gate did not have any ground power or ground air available. I found out that through personal sources that ZZZ1 was going ATC - Zero due to COVID cleaning. This information was not on our release and had me concerned. I called our Dispatcher and he stated he was unaware of this situation. My Dispatcher did some checking and found the closure announcement. We determined an alternate of ZZZ2 and enough holding fuel for 48 minutes would be enough. This put the Ramp Fuel at 10,000 pounds. I accepted Release X and ended the call. The flight took off and we proceeded to ZZZ1 via the STAR arrival. We were initially given a hold assignment at the ZZZZZ Intersection. Just as I had put that hold into the FMS, that clearance was cancelled and we were sent directly to ZZZZZ1 to hold as published. This hold was on the final approach course of Runway XXR. We held for about 15 to 20 minutes before being cleared for the approach. Had I not checked my personal sources, there is a good chance the flight would have had to declare a fuel emergency. However, the flight was done safely and arrived only a few minutes late.

## Synopsis

Air carrier Captain reported finding out a FAA facility was going to close via personal sources rather than through the flight release information.

ACN: 1799300

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : FBO

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part.Other

Flight Plan : None

Mission : Training

Flight Phase.Other

Airspace.Class D : ZZZ

## Person

Location Of Person.Aircraft : X

Reporter Organization : FBO

Function.Flight Crew : Instructor

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Commercial

Experience.Flight Crew.Total : 753.6

Experience.Flight Crew.Last 90 Days : 40.5

ASRS Report Number.Accession Number : 1799300

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

Narrative: 1

I am a flight instructor at a 141 school. I am currently one of the instructors teaching the Private Pilot curriculum. The error I committed was sending one of my students on a solo flight without a current solo endorsement. Normally in our curriculum, a student pilot solo endorsement would not expire before the student earns their PPL. Due to COVID, our curriculum got pushed back and winter break put a pause on the private curriculum just a few flights before the check ride. The time added was enough for all student solo endorsements to expire. Knowing this, we added a reminder in our CFI guide that follows along with our Private Pilot Training Syllabus. The reminder was placed on the flight just before the solo flight. Due to the lost proficiency over winter break, I was not ready to give this student a new solo endorsement at the beginning of this spring semester. The issue began on the flight before the solo flight. This particular flight was the fourth time I had instructed this curricular period in the last 30 days so, I felt confident on the expectations of the flight. Because of this, I did not review the CFI guide before or after the flight and therefore missed the solo endorsement reminder. With my full permission, my student then flew solo the next day. I discovered the issue when I went to send that student on their next solo flight and I asked them to prove to me they had their required documents and endorsements. I then quickly gave a new solo endorsement.

## Synopsis

Flight Instructor reported a student flew a cross country flight without having the correct solo endorsement.

ACN: 1799163

## Time / Day

Date : 202104

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1799163

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

## Person : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1799165

Human Factors : Confusion

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Ground Equipment Issue  
Detector.Person : Maintenance  
When Detected : Pre-flight  
Result.General : Maintenance Action  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

Approximately midway through the pushback, the ground crew indicated that the tow bar had broken and requested that I set the brakes. It caught me off guard as I hadn't felt anything unusual, so I asked them to clarify that they indeed wanted me to set the brakes. They confirmed that they wanted [me to] set the brakes, so I complied. The push crew lead left the radio to retrieve an aircraft mechanic before I was able to obtain more information. The FO and I had a brief discussion as I had a vague recollection that broken tow bars might require a logbook entry, but the only reference we found was that it required a safety report. When the lead returned to the frequency, he indicated that the aircraft mechanic had inspected the nose gear and there was no damage (I witnessed a gentleman with an aircraft maintenance safety vest walk out from under the nose, but I did not speak to him). I asked him to please clarify the nature of the issue, and he indicated something to the effect that the bar had "cracked where it hooked to the tug, not the airplane." I asked the FO if he was satisfied with the response, which he indicated he was. They swapped the bar and we continued without further incident. I filed a report after the trip, and was contacted today by my union advising me that I failed to recognize that this event required a maintenance write-up and sign off. The biggest causal factor is my limited time in the seat, exacerbated by little flying during the pandemic. I had logged only XX hours since completing my upgrade in Month X of 2020, and that trip was the first live leg I'd flown in over five weeks. I remembered that a broken tow bar required additional acknowledgment, but I let myself be satisfied that I was compliant when we found the safety report reference. I think I also reasoned that since a mechanic knew what happened, he would have advised me if further action was required, and I see now that's not dependable logic. I will be spending more time reviewing my manuals in hopes of eliminating future oversights. The best suggestion in this case is the one I must make to myself- to know my company policies/procedures better, as well as striving to clearly understand how to access required information when I need it. I did search the FOM while we were stopped, but now know the reference I needed was actually in the OM. In the future, I will call the maintenance center as well, but this only provides another layer, not absolute protection, as they may not be certain of the policy either. Bottom line is that it's my job to know my manuals. I believe that the return of regular flying that looks to be unfolding over the coming months will help tremendously as we all get reacquainted to the tools of our profession.

## Narrative: 2

During push back the ground crew advised the Captain to set the parking brake. After setting the brake he was advised that the tow bar had malfunctioned. They then decided to get a new tow bar and push us out the remainder of the way. After the push back was

complete the Captain discussed what happened to the tow bar. the ramp personnel said it was no big deal because it was broken on the tug side and not the aircraft side. I told my Captain that I think we have to do something for a malfunction of the tow bar so I looked in the FOM and told him he needed to file a safety report. It was later brought to my attention by a union safety representative that we should have returned to the gate and made an AML entry and had a maintenance inspection. I did a search in the FOM for tow bar and didn't see anything that would have led me to believe we needed a AML entry for our situation. Better training on this type of event.

## Synopsis

Air carrier flight crew reported not filing correct paperwork for a tow bar that broke during pushback. The Captain stated lack of flying contributed to the oversight.

ACN: 1799131

## Time / Day

Date : 202104

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Aircraft : 2

Reference : Y

Make Model Name : Commercial Fixed Wing

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 482

Experience.Flight Crew.Last 90 Days : 14

Experience.Flight Crew.Type : 482

ASRS Report Number.Accession Number : 1799131

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Troubleshooting

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events



Anomaly.Conflict : Ground Conflict, Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Ramp  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

After landing at night in ZZZ we taxied as instructed by Ground to a surface designated point. When we arrived, there was an outbound jet taxiing on the south line and another air carrier under tow on the north line. We advised ZZZ Ground of the conflict and they then instructed us to just take the south line after the outbound jet. The First Officer advised me that there was not a ramp frequency when there actually was. We thought we had been cleared in by Ground but by the time I taxied in I felt like something wasn't right due to the congestion on the ramp. I asked again " Are you sure there isn't a ramp?". He then found the frequency on the 10-7 after we had entered the ramp area. After parking at gate, I made contact with ramp and relayed our confusion. Contributing factors include, unfamiliar operations at ZZZ. First time operating there in over a year plus first time at the new terminal. New First officer fresh off OE and only my Xth flight segment in a year due to pandemic reductions.

## Synopsis

Air carrier Captain reported a ramp incursion resulting in a conflict and cited lack of flying as a contributing factor.

ACN: 1799109

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 28

ASRS Report Number.Accession Number : 1799109

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Workload

Human Factors : Troubleshooting

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Air Traffic Control

Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

On Date, ZZZ [TRACON] experienced a positive COVID-19 test that required facility cleaning. This cleaning required the facility to shut down radar operations, known as an ATC Zero event. ZZZ ARTCC contingency plan would then be put into place. Earlier discussions before I arrived at work discussed the options of how to work the ZZZ [TRACON] airspace. ZZZ [ARTCC] was advised that ZZZ [TRACON] would be working radar in the Tower, and the option of ZZZ [ARTCC] assuming the airspace did not become an option. The contingency plan states that ZZZ [ARTCC] clear the airspace and hold aircraft, not assume the airspace. [A telecom was] convened to discuss the plans for the closing

and cleaning of ZZZ [TRACON]. It was clear to me and those listening at ZZZ [ARTCC] that the decision had been made for ZZZ [ARTCC] to take control of the airspace and continue operations at ZZZ [TRACON]. After the call, ZZZ [ARTCC] was given an hour to work through any issues and develop a plan to accomplish the mission. In conversations with the ATM, I advised him of what the Contingency plan stated, and even had a copy of the plan [sent] to him so he could read it. I also advised him we were creating a plan to work the airspace and we would be ready to go for the XC:00 deadline. I immediately brought together TMU, Tech OPs, FDCS, ZZZ [TRACON] ATM and area X staff to put a plan together to carry out the continuation of ATC services into and out of ZZZ [TRACON]. NOTAM was published closing the ZZZ [TRACON] airspace, TMU had instituted an X hour ground stop to slow the initial volume, I conferred the command center the request and they agreed and put in the ground stop. The plan was delayed for about XX minutes due to traffic volume at ZZZ [TRACON], and we assumed the airspace about XC:XX pm. I sat in the area during the entire event, just to ensure what procedures we had developed were followed. I also ensured correct phraseology was used concerning arrival traffic being cleared on the ILS [Runway] XXR. Overall, the professionalism of all involved provided for an orderly outcome of the event. We controlled the airspace for a little over an hour until the cleaning was complete. My only concern was that we did not follow published procedures during an ATC Zero event. I am filling this out today because I just received a call from another person at ZZZ [Center] concerned that I did not follow proper procedures concerning the ATC Zero event. I did not fill one out that night because I believed I was acting with approval from my ATM and District to assume the airspace and continue operations at ZZZ [TRACON]. We proved that we could operate the airspace in a controlled manner for short periods. ZZZ [ARTCC] needs to develop basic procedures for all of our underlying 24 hour facilities in the case of an ATC Zero event. The controllers on the floor working the airspace need to have the basic information in front of them as they work through the basic issues during such events. While I know that all contingencies can't be covered, that list would be exhaustive, we could have a strong baseline to follow during a similar events in the future.

## Synopsis

Center Operations person reported procedural confusion when they took over the operations of a TRACON facility that went ATC Zero due to COVID-19 cleaning.

ACN: 1799099

## Time / Day

Date : 202104

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 6000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class E : ZZZ

## Person

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 5

ASRS Report Number.Accession Number : 1799099

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : CFTT / CFIT  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

I was working a fairly busy session at the beginning of my mid shift. Aircraft X checked on to the NE of ZZZ and was given a heading of 280 and descended to 80, which they read back correctly. Aircraft Y was being vectored from the SW of ZZZ and was descended to 60, which they read back correctly. A little while after descending Aircraft Y I noticed that Aircraft X was at 60 just about to exit the NW corner of the 65 MVA entering the 60 MVA. When I realized that Aircraft X was at the unexpected altitude, there was not enough time to issue a safety alert before they entered the 60 MVA (which was fine for their current altitude). I talked to the pilot of Aircraft X and they indicated that they were sure that they had read back to descend to 60. I reviewed the incident multiple times and only heard Aircraft Y confirm that they were descending to 60. However, both aircraft were on separate frequencies and there could have been a "stepped on issue" that caused Aircraft X's incorrect read back to not get through to me. There are a couple of things I will work on in the future: - The call signs of Aircraft X and Aircraft Y were similar enough that I should have informed them, that they were both on separate frequencies. I will work on making that a priority in the future. - Aircraft X descended 2,000 feet before I realized the deviation. I was fairly tired after a long work week and think under normal circumstances my scan would have caught the deviation. I should have recognized I was not operating at 100% and asked for an extra set of eyes from the ZZZ [TRACON] Controller. In the future I will work on recognizing this and ask for help. - I don't normally put in assigned altitudes on IFR aircraft data blocks but after this incident I will probably start. Keeping up with strip marking can be difficult when busy and take your eyes away from the scope. Maybe having the altitude in the data block may have helped me recognize Aircraft X was descending past their assigned altitude. - I don't normally come in for XA: 15 mid shifts (Usually start at XC: 15 or XB: 15) and should have asked to work a slower position knowing I was fatigued and on my 6th day. From a technology standpoint there are a couple of issues: - I didn't ever see the Low Altitude (LA) alert go off when I reviewed the falcon replay. The LA indication would have definitely got my attention to issue a safety alert. In my experience working and training it seems like it rarely goes off when it is actually needed. That alert system needs to be revamped, it could be a very useful and a life saving tool! - I wish we could somehow keep everyone on one frequency when we are combined. I think there may have been some kind of "stepped on" issue with this situation, that one frequency may have helped with. Our staffing has been really bad lately and controllers including myself have been working lots of overtime since last fall. I know management doesn't have many options to alleviate the problem and I don't mind helping

out with working overtime. However, here are some recommendations that might help: - We have X supervisors that are certified and can work positions. With COVID vaccines going on they should absolutely be used as staffing until we get people through vaccines and some stability in our staffing. I feel like having well rested controllers that are working less overtime is way more beneficial to safety, then having a stand-alone supervisor in the operation as often possible. Once we get out of our current staffing slump, having stand-alone supervision is a great idea! However, it is currently NOT A GOOD use of our resources. - Plan ahead and be proactive. The entire facility was aware over a month ago that controllers were going to be eligible for COVID vaccines in March. However, there was nothing done to try and stay ahead of all the sick hits that we're going to be happening. There could have been COVID vaccine signup sheets back in January or February to find out who wanted it right away, who would wait, and who didn't want it at all; then plan the schedule based off of that. In addition, the union put a schedule together well ahead of the vaccine eligibility to help mitigate the problem, but it was not implemented for some reason. As a result of no planning or forward thinking, for the past few weeks staffing has been very unstable. There have been many last minute changes to controllers schedules with extra OT to make things work. This is not a safe way to run things and could have been avoided.

## Synopsis

Controller reported similar calls signs may have contributed to an aircraft taking another aircraft's assigned altitude. Controller also cited staffing issues as a contributing factor.

ACN: 1799076

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Transport, Low Wing, 2 Turboprop Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Taxi

Route In Use : None

Airspace.Class D : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class D : ZZZ

## Person

Location Of Person.Aircraft : X

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 3475  
Experience.Flight Crew.Last 90 Days : 24  
Experience.Flight Crew.Type : 340  
ASRS Report Number.Accession Number : 1799076  
Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Ground Conflict, Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Chain of events. ZZZ Ground cleared me to taxi from FBO. 'Taxi to Runway XX via Taxiway 1, Taxiway 2, Taxiway 3, cross Runway XY.' On Taxiway 3, approaching Runway YX/XY, I was looking down at my checklist, when I looked up, I was startled to see a regional jet on relatively short (1 mile?) final for Runway YX. After I crossed XY/XY, the regional jet landed without incident. Human Performance Considerations. First, when taxiing, one needs to be focused outside the airplane. When approaching a runway, slow to look for landing/departing traffic. If I had seen the regional jet earlier, I may have either increased taxi speed, determined no speed change was required or called Ground and advised that I would wait for landing traffic. With the pandemic, until recently, commercial air travel has been significantly reduced. Tower personnel may have been reduced as well. I believe one Controller was handling Ground and Tower. With activity picking up, ATC needs to be staffed appropriately as well.

## Synopsis

GA pilot reported a conflict after being told to cross a runway, and while crossing observed an aircraft on short final. Pilot cited distraction and ATC staffing as contributing factors.



ACN: 1799059

## Time / Day

Date : 202104

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 090

Relative Position.Distance.Nautical Miles : 1

Altitude.AGL.Single Value : 1000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 25

Light : Night

Ceiling.Single Value : 25000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Government

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Landing

Route In Use : Visual Approach

Airspace.Class C : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Government

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Commercial

Experience.Flight Crew.Total : 2000

Experience.Flight Crew.Last 90 Days : 5

Experience.Flight Crew.Type : 60

ASRS Report Number.Accession Number : 1799059

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

We did night currency at our home airport. There was one Controller for Clearance [Delivery], Ground, and Tower. It was pretty busy with military aircraft doing night landings and airliners coming in. I had to ask the Controller to clear us to land each time. Usually they say report downwind or base and then will clear us to land or have us extend after we report. He was probably overwhelmed because he was constantly talking while working three frequencies. I wanted to report just in case it was unclear at any point if we were actually clear to land. The second landing he sounded annoyed when I asked if we were cleared to land - I had to ask because he had not cleared us. It didn't help that we were going 150 knots over the ground because of the 40 knot tail wind. It would help if there were separate people working Ground and Tower.

## Synopsis

Pilot reported having to ask Controller several times if they were cleared to land during approach. Reporter stated the Controller was probably overwhelmed working three positions/frequencies at the same time.

ACN: 1799039

## Time / Day

Date : 202104

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1799039

Human Factors : Workload

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Ambiguous

## Narrative: 1

Due to the pandemic and the reduction in flight and passenger activity, many piers were closed. This led to packing more flights into fewer piers, while the passenger volume was low this did not have an effect on safety. The pier worker was able to work more flights simultaneously with a very low baggage volume. Many employees have expressed concerns to management and to their labor leaders. Today, the same piers are closed while the open piers are still working multiple flights and the baggage and passenger counts increasing. This is where the safety concern develops; there is limited space in the piers and the worker are forced to place bags on the ground waiting for future equipment to be placed in the pier. The main issue is that international destinations (bags) come down in advance of the ETD and other heavy volume flights cause the same hazard. The walking and working floor space is negligible. We have identified it as a serious tripping hazard. The majority of work place injuries come from "Slips, Trips and Falls." This has been identified and brought to operations leadership, no actions have taken place. Reopen closed piers and space out the work, as work volume has increased.

## Synopsis

Ramp employee reported that passenger counts and baggage are increasing, but there are not enough piers open to safely accommodate baggage handling.

ACN: 1798864

## Time / Day

Date : 202104

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : GPS  
Nav In Use : FMS Or FMC  
Flight Phase : Cruise  
Route In Use : Direct

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1798864  
Human Factors : Workload  
Human Factors : Troubleshooting  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : Y  
When Detected : Pre-flight  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

Narrative: 1

Preparing for departure, the Agent informed the A-Flight Attendant (FA) there would probably be an issue with a male passenger traveling with two children over the age of two with onboard mask compliance. I contacted Dispatch who patched in the Supervisor for clarification on how to handle the situation. The passenger knew the rules well enough to know his compliance was required to get the aircraft in the air, but once we were airborne, he and his children removed their masks. The A-FA called the cockpit shortly after reaching our cruise altitude to inform me that this individual and children were not complying with the onboard mask mandate issued by the Federal Government, and that this individual had become rude and hostile when reminded that he was required to comply with the federal mandate. The A-FA also reported that children were not well behaved and were disrupting the nearby passengers. The A-FA reported that while asking this individual to wear a mask and control his children, one of the children was banging his head into the tray table of the seat back in front of the child. The FA said he touched the child's arm and said, 'You can't do that'. I notified Dispatch through ACARS of the events and set up the appropriate response team to meet the aircraft. I was kept informed of the actions of the individual for the remainder of the flight. As far as I know, the individual and children were not compliant with the mask requirement for the majority of the flight. I did talk to one of the passengers who witnessed the events. The passenger said the FA acted professionally and that the individual with his children was out of control. This situation put **a significant amount of the crew's attention on this passenger** and his children. I believe the event could have been prevented with better policies evolved to handle our current social environment. Prior to departure the person was identified as a problem, but the Agent was obviously reluctant to remove him from the flight. We clearly have a mandate from the Federal Government to wear masks at the airports and on flights. This person was NOT compliant at the airport waiting for the inbound aircraft. He was then boarded onto the aircraft to be handled by the flight crew.

## Synopsis

Air Carrier Captain reported a father with two children were non-compliant with face mask policy during the flight.

ACN: 1798851

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Aircraft : 2

Reference : Y

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Ground

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 12

Experience.Air Traffic Control.Time Certified In Pos 1 (mon) : 0

ASRS Report Number.Accession Number : 1798851

Human Factors : Communication Breakdown

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Ground Conflict, Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Runway  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Air Traffic Control  
Were Passengers Involved In Event : N  
When Detected : Taxi  
Result.Air Traffic Control : Issued Advisory / Alert  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

## Narrative: 1

I was working east flow North Tower Ground/CIC. The main Tower was intermittently departing Runway XC, so I was giving aircraft shortcuts to get to their gate more quickly. I noticed that a departure Aircraft X was taxiing to XC, so I decided to give the next aircraft (Aircraft Y) a hold short at the taxiway (north) parallel taxiway prior to the runway (Taxiway 4), just as an extra precaution. However, I inadvertently said the taxiway name that was the south parallel to XC (Taxiway 5), and did not catch my error. I switched the aircraft to the XC Local Controller's frequency. They had rolled their departure (Aircraft X), and Aircraft Y continued to taxi past the hold bars of XC before they stopped. I did not clear the aircraft to cross Runway XC, nor did the other Controller. Despite my mistake in issuing the incorrect taxiway name, I do not believe anything but the phrase "Cross Runway ##" gives them the clearance to cross a runway. I, and most other controllers are questioned frequently about runway crossings or unclear taxi instructions. The taxi instruction I gave this aircraft made no sense, because to execute it, they would have needed clearance to cross Runway XC. I made an error by using the wrong taxiway name, but there was no accompanying runway crossing given. I don't know, as I was trying to be extra safe by holding an aircraft at a point further from the runway since there was a departure, as opposed to at the runway. I suppose next time I will just have them hold short of the runway, instead of a taxiway, just so there is no confusion or possibility of mis-stating a taxiway name whatsoever. Additionally, I think that the drop in traffic due to COVID may have played a role. Pilots may have not been to ZZZ since Runway XC was under construction, and they were able to cross it at will before there were proper pavement markings. There are proper markings now, but possibly expectation bias that they were previously able to taxi in this manner played a part.

## Synopsis

ATC Ground Controller reported giving incorrect taxi instructions to a crew resulting in a ground conflict. Controller reported the crews had not flown into their airport in a while due the COVID-19 pandemic, which may have contributed to the event.

ACN: 1798850

## Time / Day

Date : 202104

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 3000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Flight Phase : Descent

Route In Use : Visual Approach

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Nav In Use.Localizer/Glideslope/ILS : XXR

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class E : ZZZ

## Person

Location Of Person.Facility : ZZZ.TRACON

Function.Air Traffic Control : Coordinator

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 30

Experience.Air Traffic Control.Time Certified In Pos 1 (mon) : 0

ASRS Report Number.Accession Number : 1798850

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Time Pressure

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Automation : Air Traffic Control

Detector.Person : Air Traffic Control



When Detected : In-flight  
Result.Flight Crew : Took Evasive Action  
Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Staffing  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Staffing

## Narrative: 1

Aircraft X was on heading direct to ZZZ [VOR] at 3,000 feet and cleared for a visual approach, Aircraft Y was on the [Runway] XXR Localizer for ZZZ [Airport] and descending to 3,000 feet. Conflict alert activated and I noticed Aircraft X turned east directly towards Aircraft Y. I turned Aircraft Y to a 090 heading to avoid. This incident occurred because Sector 1 and Sector 2 and Finals were combined with too much volume to safely run the amount of traffic at the time. At the time we had no one on break due to having the Special Flight Rules Area (SFRA) opened and reduced staffing levels for COVID. We should have flexibility to close SFRA and open a radar position that would alleviate sectors being overloaded.

## Synopsis

ATC TRACON Controller reported an airborne conflict and cited short staffing levels due to COVID-19 scheduling as a contributing factor.

ACN: 1798768

## Time / Day

Date : 202104

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Cabin Activity : Safety Related Duties  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1798768  
Human Factors : Physiological - Other  
Human Factors : Troubleshooting  
Human Factors : Other / Unknown  
Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Pre-flight  
When Detected : Taxi  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

Narrative: 1

After the cleaners sprayed the aircraft, we were rushed to get on the plane and board. The smell of the spray was so strong, we could immediately taste and feel irritation in our throat, eyes, and taste it. Even during the demonstration my eyes were very irritated. It wasn't until after takeoff and the air was circulating that we felt a tiny bit of relief.

## Synopsis

Flight Attendant reported after the aircraft had been sanitized a strong odor remained for a lengthy period of time resulting in throat and eye irritation.

ACN: 1798714

## Time / Day

Date : 202012

Local Time Of Day : 0001-0600

## Aircraft

Reference : X

Make Model Name : No Aircraft

Flight Phase.Other

## Person

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1798714

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Chart Or Publication

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Chart Or Publication

## Narrative: 1

During the course of planning for my next medical certificate, I noticed the Company showed my certificate expiring two months earlier than I was aware of. Due to the COVID extension from the previous year, it appeared I did not need a new exam until the following [Month X]. I apparently did not fully understand the details of the COVID extension. Nor did [the app] alert me of the expiration of my medical. The FAA letter I received after the extension showed a [Month X] expiration in bold typeset. Further down in the letter however in normal typeset it shows an exam due six months before. The actual certificate I received in the mail from the FAA shows the following [Month X] as the expiration date. The COVID medical extension caused confusion for multiple parties, including myself, my AME, the company, and possibly even the FAA itself. The bold typeset states a [Month X] expiration which apparently does not apply to the COVID extension. The verbiage in the FAA letter is difficult to understand and lends itself to multiple interpretations. Clearer verbiage and guidance regarding the COVID medical extension would certainly have helped. Closer attention to detail by all parties involved would hopefully mitigate these types of threats during an unprecedented pandemic.

## Synopsis

Air Carrier Captain reported confusion regarding medical certification expiration date in reference to the COVID-19 extension.

ACN: 1798389

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 7000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 20000

## Aircraft : 1

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Cruise

Route In Use : Direct

## Aircraft : 2

Reference : Y

Aircraft Operator.Other

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Operating Under FAR Part.Other

Mission.Other

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 2451

Experience.Flight Crew.Last 90 Days : 21.8

Experience.Flight Crew.Type : 1580

ASRS Report Number.Accession Number : 1798389

Human Factors : Communication Breakdown

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Other / Unknown  
Detector.Automation : Aircraft TA  
Detector.Person : Flight Crew  
Miss Distance.Horizontal : 2  
Miss Distance.Vertical : 1000  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

I was enroute on an IFR flight plan. Sometime after passing ZZZZZ intersection on my assigned route and altitude I realized I had not spoken to ATC in a longer period of time than expected. About 18 miles south of ZZZ [VOR], I received a traffic alert on my ADS-B display of traffic 1,000 feet below, 2 miles. This prompted me to then call to ATC on my assigned frequency. Since I reached no one, and it had been longer than expected I figured they forgot about me and I searched for a frequency to reestablish contact. (I have had ATC miss handoffs occasionally before). I believe it was ZZZ Center I contacted, who then told me to contact ZZZ Approach. I was initially told they were "too busy for flight following". I advised them I was on an IFR flight plan. After another attempt or two to have them accept this, my communication with them was established. Several minutes later I was given a telephone number to call after landing, and upon querying why, they just said it was ZZZ Center. I do not know for sure what problem was supposed to be. But I suspect since I received the ADS-B traffic alert, it was a possible loss of separation. When I was somewhere in the vicinity of ZZZZZ intersection, a Controller told all aircraft "don't call in, I'll call you". I never received a call from this Controller, and it was only after I did not feel comfortable waiting longer for a call that I then called back to establish contact. I do not believe I missed a call or checking in on a frequency change. ATC was somewhat overwhelmed in spots in this area. I had noticed in my home area flying that some of the frequencies were not staffed during the COVID pandemic, and I think some of the facilities may have needed to re staff more quickly as traffic began to grow again.

## Synopsis

GA pilot reported a loss of communication with the ATC Center resulting in an ADS-B traffic alert. Reporter cited possible COVID-19 related ATC staffing issues may have contributed to the event.

ACN: 1798303

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1798303

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Troubleshooting

Communication Breakdown.Party1 : Dispatch

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Dispatch

Were Passengers Involved In Event : N

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

A fellow colleague advised that COVID vaccines were not loaded on the aircraft and they needed to be. Aircraft had already pushed, so they returned to blocks to get the vaccine loaded.

## Synopsis

Air Carrier Dispatcher reported the aircraft returned to the gate to load a shipment of vaccine that was initially forgotten.



ACN: 1798292

## Time / Day

Date : 202104

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Taxi

Route In Use : Direct

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1798292

Human Factors : Time Pressure

Human Factors : Training / Qualification

Human Factors : Distraction

Human Factors : Human-Machine Interface

## Person : 2

Location Of Person.Aircraft : X

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1798285

Human Factors : Training / Qualification

Human Factors : Time Pressure

Human Factors : Distraction

Human Factors : Human-Machine Interface

## Events

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We had returned to the gate 2 times for passenger related issues. We then taxied out to the hold short line. We sat there awaiting the final closeout for ten minutes or so. When the close out came, there was no performance uplink, so I went to change ZFW and CG to match the latest closeout. I then verified that the V-speeds matched the takeoff performance page and we departed. The flight plan had us filed for FL380, but the VNAV page capped us at FL370. We then leveled off at FL360. After some discussion given our light weight and nearly standard day temperatures, we began looking for the reason for the low Maximum Altitude. We found that I had entered the ZFW incorrectly from the final closeout. Causal factors could include feeling a little rushed to get going after the half hour delay. Another factor could have been the lack of an uplink that led me to manually enter data. Additionally, while I have been to training recently and am fully current, there is no smoothness or rhythm to my flying due to a lack of consistent time in the aircraft. Hopefully having a regular line in Month will improve my proficiency.

## Narrative: 2

After returning to the gate for a passenger issue, we were running slightly behind schedule. Original closeout deleted and after starting the second pushback, we had a new closeout (Rev 01) with good numbers which were accepted by the FMS. During the second pushback, we were directed to tow back to the gate for a baggage issue. Finally pushed back a third time and during taxi for departure, we received an ACARS message that closeout had been deleted and to wait for new numbers. Received revision 02 (one pax less) of the closeout. Did not get the prompt to accept new numbers. Got another message of a deleted closeout and to wait for new numbers. As we were getting more behind schedule, we ran through the numbers with the latest closeout (Rev 02) and confirmed the numbers as OK for a Flaps 10 degree, 10 knot tailwind TPS, with a plan to then cover the changes (if any) in the next closeout revision. Waited approximately 20 more minutes at the end of the runway, number one for departure and finally got Revision 03 of the closeout, which was unchanged from Revision 02. No prompt to accept the new numbers, so we manually updated them. After I had checked the PERF page TOW numbers with the latest closeout numbers, the First Officer noticed that the ZFW was slightly off and updated it, but entered XYZ.X instead of correct number XAZ.X. (Unnoticed at the time) Original number had been XAB.C. V-speeds did not delete from the FMS, and with a slightly lighter TOW than the plan, I figured we were good to go. V-speeds did not need to be changed, so we didn't. We then completed all items of the Before Takeoff checklist and took off normally. During the climbout, VNAV showed a max altitude of only FL360 instead of the planned FL380. I found this odd, as we were lighter than the original planned weight and the temp at altitude was normal. When we leveled off at FL360, I looked again at the closeout and compared it to the FMS perf page and then discovered the ZFW entry error. Corrected it then and the VNAV max altitude fixed itself. Remainder of flight uneventful. Because we were late and at the end of the runway, I may have rushed the FO to enter

the ZFW data too quickly, which resulted in wrong data in the FMS. I did not specifically verify the entered ZFW number because I had previously seen that the revised TOW was below the planned TOW and we didn't need to calculate new TPS numbers. Even though the entered ZFW was incorrect, it was not used in calculating new QRH V-speeds, so the error went undetected as we went with the planned TPS. In the future, if a closeout does not uplink, I will call up the perf page on my FMS (as opposed to looking at the FO's perf page) and confirm each entry with the closeout.

## Synopsis

Air Carrier flight crew reported entering incorrect performance data and cited being rushed for takeoff and FO's lack of flying as contributing factors.

ACN: 1798250

## Time / Day

Date : 202104

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 500

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Nav In Use : FMS Or FMC

Nav In Use : GPS

Nav In Use.VOR / VORTAC : ZZZ

Flight Phase : Final Approach

Flight Phase : Landing

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 726.30

Experience.Flight Crew.Last 90 Days : 74.93

Experience.Flight Crew.Type : 726.30

ASRS Report Number.Accession Number : 1798250

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 1540  
Experience.Flight Crew.Last 90 Days : 20  
Experience.Flight Crew.Type : 1540  
ASRS Report Number.Accession Number : 1798258  
Human Factors : Training / Qualification  
Human Factors : Situational Awareness  
Human Factors : Physiological - Other  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : Aircraft In Service At Gate  
When Detected : In-flight  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

This flight was the first leg of a four day for the Captain and I. The Captain said he would be the pilot flying, that I would be pilot monitoring and he briefed everything up, including threats. We made each other aware of our lack of recent flying experience and lack of proficiency. I informed him that I only have a little over 700 hours on type, that most of that time was trans-cons prior to the pandemic and that I haven't flown much in the past twelve months. I also informed him to the best of my knowledge this would be my first time flying into ZZZZ [Airport]. We agreed that we would take things slow and that we were doing everything correctly. Our taxi out, take off, departure and cruise were routine and uneventful. Approximately twenty minutes prior to the Top of Descent the Captain briefed our descent and approach into ZZZZ and we ran the descent checklist. Center gave us a descent, followed by descend via the X Arrival. We were handed off to approach and told to expect the VOR [Runway] X, after ZZZZ [Intersection] to fly present heading for a vector to the VOR approach. Prior to ZZZZ the Captain called for flaps 1, After ZZZZ he called flaps 5, slowed to 190 knots and approach gave us the vector and cleared us for the VOR X approach. We were at or near the final approach fix when the Captain called gear down, flaps fifteen followed by flaps 30 landing checklist. I set final approach altitude, we were VOR/LOC and VNAV descending per the approach and slowing to our vref of 156 knots. At 1000 feet we were fully configured, and I believe we were at 165 knots. I called

1000 feet, the Captain was task saturated so I said 1,000 feet, set missed approach altitude and said cleared to land. I noticed VNAV had kicked off, I verbalized it and re-selected VNAV, I thought it went to VNAV PTH, but in our debrief I learned it went to VNAV SPD. Between 1,000 and 500 feet the fastest speed I saw was 170 knots. At 500 feet I called 500 feet and saw 171 knots and almost called a go-around. I called 15 knots fast, the Captain said correcting and I saw the speed slowly begin to decrease. I was focused on airspeed as we were at the limit for a stabilized approach and I was looking at the runway as I was concerned, we were going to be high. We continued our approach and I was beginning to become uncomfortable, at approximately 200 feet I noticed we were at 170 knots (it may have been a couple knots faster) but 170 is what I recall. At approximately 200 feet I called that we were high and fast, the Captain said correcting and I saw the speed slowly begin to decrease and he pitched down to correct. At approximately 100 feet I wanted to call for a go-around as we were fast, 170 knots or faster, however I was unable to verbalize it. We touched down hard and flat, we may have had a small bounce, but I don't believe that we did. The Captain deployed the reverser's and we made a normal exit onto taxiway and proceeded to parking. Upon parking, we debriefed this event, we both conducted thorough post flight inspections of the exterior. To the best of our knowledge the aircraft was not damaged. The Captain contacted Maintenance and they wrote up the hard landing. The Captain also called the Duty Manager. Factors that led to this event were both of our lack of recent flying experience, unfamiliar airport, night operation, Runway X PAPI out of service, the change from VNAV PTH to VNAV SPD and I did not call for a go-around. I have learned from this event and will call for a go-around if I become uncomfortable or we become unstable in the future.

## Narrative: 2

We were flying into ZZZZ [Airport] on the VOR [Runway] X approach at night. I had not flown for a year. Currency was a factor. While on approach I configured on time and landing checklist was called for and completed. At 500 feet we were 15 knots fast (171 knots) and the FO said we are fast. I said correcting. At 200 feet I was 17 knots (173 knots) fast the FO said we are fast, I tried to correct. Also, at 200 feet the FO called out high. I over corrected and landed abruptly from 50 feet to touch down. I do not believe this was a bounced landing but may have been. Our pitch was flat, and we landed main gear first. Our descent rate from 50 feet to 0 feet was extreme. The failure of myself or as a crew to not call a Go Around was the primary mitigating factor. Also executing an off center VOR approach with a PAPI OTS at night was a factor. I felt I was not high but in reality, it was due to lack of visible surroundings. Furthermore, the VOR approach only gave guidance to 1,054 feet MSL. To further complicate issues the VNAV disconnected. So, in essence we were left minimal visual guidance. Winds were 20 knots reported and was another factor. My FO stated he was about to call for go-around at 500 feet and 200 feet, but neither of us did. After landing we taxied in normally. We both did several post flight inspections. I also notified Maintenance and the Duty Pilot of the events. This was the first leg of a 4 day with an FO I've never flown with. All briefings were completed. The FO and I discussed before departure how infrequently we have flown due to the pandemic. He had never been to ZZZ [Airport]. I had not been in 2 years. All approach briefings were concluded in a timely manner. The STAR in use was the X arrival. After ZZZZZ [Intersection] we were instructed to fly present heading for radar vectors to join the VOR X LOC. The VOR approach X is a very tricky approach. It is offset with limited visual guidance. Flaps 1 was initiated prior to ZZZZZ. Flaps 5 was initiated after ZZZZZ. Best to our knowledge we were configured by the FAF. The FMA was showing VOR/LOC and VNAV path commencement to approach, at some point we lost VNAV path and went to VNAV speed. I accomplished a LAVS check but did not add 2 and 4 mile rings. I may have gotten very close to exceeding flaps 30 speed. I also believe my flare was minimal at best. Having a PAPI would have been beneficial.

## Synopsis

Air carrier flight crew reported an unstable approach and a hard landing. Both pilots reported lack of flying as a contributing factor.

ACN: 1798043

## Time / Day

Date : 202104

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 2

ASRS Report Number.Accession Number : 1798043

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Other

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected.Other

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Around XA:00 pm local I was working Area D mids at sector X when the nightly COVID cleaning crew came through and cleaned half of our area. After they left I asked the other Controller in the area to go set up to bring the sector over to Sector Y, so when the cleaning crew comes back they could clean where I was sitting. Controller went over, opened the position, and took control of the airspace. I then went over to take the position back from at Sector Y so I could sit down and continue working, and at this time we realized that the VCSC [Voice Communication Switch] was not properly configured for the mids position. There were only 5 or 6 frequencies on the panel out of the 16 or so for Area D, and very few random landlines were available for ZZZ, ZZZ1, and ZZZ2 [Airport] towers. We had to scramble to tell other sectors to use only the frequencies that we had up, as the standard frequencies were not available. To make things worse, there was a



massive push of ZZZ3 [Airport] departure traffic at this time coming out over ZZZ4 [Airport] and we didn't have the frequency they use OR the landline to ZZZ3 to tell them to use a frequency we had up. The other Controller then went over to sector A which wasn't being used but had all the correct landlines and used it to call the sectors around me including ZZZ3 and tell them to put aircraft on a different frequency. It was a pretty bad situation considering if any of those departures had an issue and had to return to ZZZ3 I would have had no way to communicate or coordinate with the ZZZ3 approach controllers. I had to work like that for 15 minutes or so until the crew came back to clean the rest of the area and we moved the position back to Sector X. This is the third or fourth time I've reported this by now, we need a massive overhaul at this point of the Area D VCSC system to get everything where it needs to be, and have management properly trained on how to format it and be able to quickly fix it when there is something missing.

## Synopsis

Center Controller reported trying to move sector positions to help accommodate COVID-19 cleaners but ran into problems with the voice switches and frequencies not being configured correctly.

ACN: 1798025

## Time / Day

Date : 202104

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Route In Use : None

## Aircraft : 2

Reference : Y

Make Model Name : Commercial Fixed Wing

Flight Phase : Takeoff / Launch

## Person : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 3

ASRS Report Number.Accession Number : 1798025

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1798307

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Ground Conflict, Critical  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Runway  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

I had just been relieved on Local [positions] combined and this occurred during my two minute overlap and the relieving Controller had the position. Departure traffic was slow and GCN [Ground Control North] "Convenience taxiing" Runway XL arrivals at their discretion mostly south on Runway YL to hold short of Runway XC. The relieving Controller cleared Aircraft Y for takeoff from Runway XC full length. Aircraft X was taxiing south on Runway YL to hold short of Runway XC (presumably; at the time of this report as I have not heard the audio replay from that position). The relieving Controller saw Aircraft X continuing towards Runway XC at a rate of speed not consistent with holding short and keyed up and said "Aircraft X stop stop stop", which they did. He then keyed up and said "Aircraft Y, cancel takeoff clearance stop stop". Aircraft Y, said something to the effect of "Say again" and shortly thereafter rotated. The ASDE did alert sometime after the relieving Controller told Aircraft X to stop. Aircraft X appeared from my point of view to be over the hold line and extremely close to Runway XC. Aircraft Y, rotated near the point of conflict and I believe had Aircraft X continued a collision would have been difficult to avoid. Aircraft X was then given a crossing clearance. I then completed my overlap. Discontinue this operation immediately (convenience taxi down Runway YL). In my opinion this represents the culmination of drift that this facility has acquired during the lower "COVID traffic" we have experienced in the last year (I am guilty of this too as I did this operation until I saw it not work today). There are periods of pronounced lulls in traffic (at least departure wise) where it would be poor service not to shortcut arrivals. However, to taxi on a runway to hold short of a runway I think is now demonstrably unsafe. I believe it requires the flight crews (and possibly ATC) to digest too much information quickly and perform too flawlessly for little appreciable gain. We will always have to perform up field crossings due to the layout of the airport, but I believe we should keep them on a taxiway with a good hold short read back as this is a routine occurrence in the NAS and should elicit better performance from flight crews.

## Narrative: 2

After landing on Runway XXL tower cleared us to join Taxiway 1 and contact ground on XYZ.YA [Frequency]. The Ground Controller issued a taxi clearance limit of taxi right hand turn onto Runway 22R -Then hold short of Taxiway 2 - Monitor Tower on XYX.XA [Frequency]. The taxi clearance was written down and verbalized after it was given. The clearance limit issued only included a hold short of [Taxiway 2]. As we approached Runway XC the flight crew acknowledged an aircraft was in position on Runway XC. As we were passing Taxiway 3 told us to stop immediately as the aircraft had been issued a takeoff clearance. We stopped immediately. The aircraft on Runway XC was issued a cancel takeoff clearance which they did not do and continued the takeoff. During our

monitoring phase of the taxi we were never issued a hold short clearance just the hold short of Taxiway 2 Nor did we hear a takeoff clearance for the aircraft on Runway XC. Once clear of the conflict - Tower issued a number to contact them. As we responded the with the read back we heard the aircraft following us tell Tower that they had received the same clearance as we had received. Poor ATC communication and poor clearance limits expectations were the biggest causes of this event. Flight deck protocol was followed by utilizing sterile flight deck and writing and readying back clearances and following airport charts. An expectation from tower that wasn't issued via the taxi clearance was what the greatest factor contributing To the event We debriefed the event and acknowledged even though the taxi limit was followed the importance of vigilance in an high demand taxi environment like ZZZ [Airport] we must be adhered to and even questioned to clarify and avoid the type of scenario to happen as a crew again.

## Synopsis

Local Controller who was in the 2 minute relief window observed a runway incursion that resulted in a ground conflict and cited COVID-19 related taxi procedure as a contributing factor. A Captain of one the the aircraft also reported the event and stated communication issues with ATC a factor.

ACN: 1797439

## Time / Day

Date : 202103

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1797439

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Time Pressure

Human Factors : Other / Unknown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was thanking passengers as they disembarked onto the jet-bridge in ZZZ, and I was trying to call rows to deplane on the PA. The cleaning crew were at the front door (1Left) trying to get on the plane while the passengers were leaving, and the pilots were also trying to gather their bags and leave. This made the situation very chaotic. I was not aware of it being a "quick-turn", as I am always happy to try and help out with the quick-turn cleaning. The cleaners slipped on a few at a time, in between passengers leaving. I saw the two aft crewmembers with their luggage, and moving forward through the cabin, towards me. The cleaners were already onboard, cleaning throughout the plane. I said, "last but not least!" to the final passenger, thanked her and gathered my belongings. I looked back and only saw the cleaners, and my crew who were almost to me. I didn't see any more passengers and thought we were done. I double-checked my doors and the forward lavatory and stepped off the plane. When the aft crew stepped off, there was a male passenger with them who had been mixed in with the cleaners. He did not have his boarding pass with him. He said he wouldn't leave without it, and that his seat was XX6. He wanted to go look for it himself, but crew went to look. His boarding card was found under his seat. A contributing factor is having so many people onboard/in jetbridge and the cleaning crew coming onboard (sometimes in just sweatshirts, hoodies, jackets, hats, masks, etc.) and mixing in with disembarking passengers, and vice versa. Flights are more full now, and anyone can be mistaken for a cleaner. Other factors: double-checking the passengers haven't lowered or removed their masks, as they often do now, as they are coming down the aisle towards me and the boarding door. The passengers are trying to look down the aisle and gauge how far we've gotten with the row announcements to deplane. Also, 2-3 pilots using the lavatory, gathering bags and leaving, while passengers are disembarking causes more confusion. All of this, and the extra amount of ground-staff/cleaners onboard and in the jet-bridge in civilian clothing, causes more confusion, multitasking/load at the boarding/deplaning door. I assumed the last passenger I saw, and said goodbye to, was our final passenger onboard. I would not have stepped off the plane had I known there was still one passenger onboard. I will also alert corporate security to this incident, and the added potential for this confusion during disembarkation.

## Synopsis

Flight Attendant reported the aircraft cleaners were slipping onboard to clean the aircraft before the passengers were completely off. One last passenger, resembling a cleaner, remained intermixed with crew and cleaners during the crew's exit.

ACN: 1797291

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Other / Unknown

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 250

Experience.Flight Crew.Type : 190000

ASRS Report Number.Accession Number : 1797291

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was seated on the jumpseat on flight deck and the First Officer demanded I wear a face mask after pushback per policy, while they both (Pilot Crew Members) did not, which is inconsistent with Safety and general communication requirements requested of a Jumpseat Crew Member. Here is why: To ride on the jumpseat we must be a current licensed pilot, with current medical license and fit to perform duties. 1. We are consistently asked to be a second set of eyes. Because I wear glasses where I wear my face mask my glasses fog up. I'm unable to see instruments and other traffic. 2. The face masks impedes verbal communication with the other Crew Members if needing to intervene because the Crew is wearing headsets, jet noise and unable to effectively hear or read lips. This is well documented in studies. 3. The time to useful consciousness is limited. Having glasses and face mask impedes putting on O2 mask on in the event of a Rapid Decompression. The flight deck door is locked, we have NO rubber jungle that falls and I'm solely responsible for my own Safety to get my mask on. This is an impediment to Safety as a Jumpseater. I am not treated the same as the operating Crew Members, even though I'm asked to be a Safety Observer.

## Synopsis

Air Carrier jumpseat pilot reported the First Officer on this flight insisted the jumpseater wear a face mask throughout the flight. Reporter described safety related concerns with having to wear the face mask including fogging of glasses, communication problems, and issues associated with putting on the O2 mask in case of a rapid decompression.



ACN: 1796771

## Time / Day

Date : 202103

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : IMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : FBO

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO

Function.Flight Crew : Instructor

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 700

Experience.Flight Crew.Last 90 Days : 100

Experience.Flight Crew.Type : 500

ASRS Report Number.Accession Number : 1796771

Human Factors : Physiological - Other

Human Factors : Other / Unknown

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was vaccinated for COVID-19. I was unaware of the 48 hour no-fly rule after being vaccinated. I was the authorized instructor on board during two training flights that occurred a day later. No further issues to report.

## Synopsis

Flight Instructor reported being unaware of the 48 hour no fly rule and instructing the day after being vaccinated for COVID-19.

ACN: 1796483

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1796483

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Human Factors : Fatigue

## Events

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Since COVID, these particular international schedules have been in a lot of flux. Most sequences, up until now, have been "rockets" where we only get to rest a relatively short amount of time during the day after an all-night flight, and then fly back all night. I have

written about this before, and this is to reiterate: these sequences are sub-optimal in terms of safety due to the limited rest. The threat on these sequences is NOT a virus, it's the cumulative fatigue after being up for two straight nights. There is no reason not to make ALL these flights have a longer sleep opportunity with a 30 plus hour layover. Three times in the last 2 months we lined up for the wrong runway in ZZZ after the double all-nighter. Fortunately, someone caught the error before it was critical, but it is reflective of the fact that the three of us are sleep-deprived. In this aircraft category, you have an older pilot group to begin with. Give us the opportunity to get enough rest. Upon arrival in ZZZ, I was extremely tired, and felt my ability to monitor was degraded. Schedule all these international trips as longer layovers. It's a safety issue, pure and simple.

## Synopsis

Air Carrier First Officer reported fatigue related concerns with the scheduling of particular international flights since the COVID-19 pandemic began.

ACN: 1796448

## Time / Day

Date : 202103

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory. TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Route In Use : Visual Approach

Airspace.Class C : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1796448

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

While on visual approach to Runway XX and configuring, we had configured normally through gear down. The Captain called "flaps 30" and I reached for the handle while looking at the speed. The trend indicator was well below 185 and I was too focused on the trend rather than the actual speed. I was too quick to move the flap handle. We were actually about 187 knots. We got the flap overspeed warning for about one to two seconds as our speed continued to dissipate. It was my first flight from furlough and recurrent training. I was allowing myself to rush, even though there was no need to rush at the time. I made an error of referencing the trend before the actual speed. I also need to refresh my habit of not touching the flap handle until I have stated "speed checks."

## Synopsis

Air Carrier First Officer reported a flap overspeed during visual approach. It was the First Officer's first flight after being out due to furloughs.

ACN: 1796399

## Time / Day

Date : 202103

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 14000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 13

ASRS Report Number.Accession Number : 1796399

## Events

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Provided Assistance

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Weather

Primary Problem : Weather

## Narrative: 1

Aircraft X was a departure from ZZZ [Airport] enroute to ZZZ1 [Airport]. The aircraft checked on frequency climbing to 14,000. I acknowledged the aircraft, issued them normal airspeed and the local altimeter setting. There was weather south of my sector, but I did not depict any weather along Aircraft X's route of flight. Prior to ZZZZZ waypoint, the aircraft was level at 14,000. I was working a normal amount of departure volume. However, due to COVID staffing, I was working a combined sector. 2 Low Altitude sectors, and 1 High Altitude sector, which has been common during COVID. The difficult part is

that we typically work the low altitude sectors on around a 50 mile range, but since we have the high altitude sector, we need to have the combined sector using a 150 mile range. As Aircraft X was right over ZZZZZ, I noticed moderate precipitation was beginning to appear, but I did not have time to issue the weather before the pilot reported turbulence. The pilot stated they were in moderate and basically severe turbulence and asked for a vector or different altitude. I immediately descended the aircraft to 13,000 and coordinated with the next sector, since they had track control. I again asked the pilot if they need anything and they asked for a lower altitude. I coordinated with ZZZ Approach, to point out the aircraft descending to 10,000 due to the turbulence. I then descended the aircraft and asked the pilots if there was any damage or injuries. The pilot stated that he and the other pilot were the only ones onboard and they were not injured and did not suspect any damage to the aircraft. When the aircraft was level any 10,000 and clear of the now depicted weather, I asked the pilot again how they were doing. They said that the ride had improved. A short time later, the weather in that area grew rapidly to moderate and heavy precipitation. I transferred communications of Aircraft X to the next sector. After the incident, I needed to vector numerous other aircraft away from that hazardous weather. COVID schedules, low staffing and long time on position were all contributing factors. My area has been extremely short staffed during our COVID schedule and tonight was no exception. We only had 5 CPCs scheduled for the shift, and also needed to staff the CIC position all night. There were numerous instances when all 5 controllers were working over 2 hours on position and we had 4 sectors open, plus the CIC and no controllers on break. The fact that I was working a non-typical configuration (outside of COVID) was also a contributing factor. I was not able to have a normal range for my sector and if I was using a low altitude scope and map, I may have noticed the weather earlier and issued it quicker to the aircraft. COVID schedules, minimal staffing, working long sessions on position and controllers continuously having to staff the CIC position have created additional strain and fatigue on the controllers.

## Synopsis

Center Controller reported an aircraft was in severe turbulence and was descended out of the altitude for safety. Reported stated it was a difficult situation to deal with due to COVID scheduling/staffing and working a combined position.



ACN: 1796383

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Departure

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1

ASRS Report Number.Accession Number : 1796383

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Troubleshooting

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Ground Equipment Issue

Detector.Person : Air Traffic Control

## Assessments

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I just took over the position X. I was briefed that we would be switching from east operations, to west operations because of a wind shift. About 3 weeks ago, we moved scopes and positions around to accommodate increased social distancing. Due to this, there are new macros and procedures that supervisors must adhere to. As our last aircraft landed on the east runways, the Supervisor started to put in new macros. My tags did not acquire, and I had to manually coordinate with the Feeder to let him know when I had radar on traffic. When I was starting to get busy and it was clear the macros being entered

were not working, my scope changed from a west operations final pref set to an east operations final monitor preference set. I had to slide over to the adjacent position and work my final off of that scope because mine was completely unusable. This is an absolute safety concern that I have heard has happened before. I recommend they move the scopes back to the normal working configuration because this is clearly not working and is a huge safety hazard and it should concern everyone.

## Synopsis

TRACON Controller reported having to make a configuration change but the data tags did not change to the correct airport configuration, making the reporter move quickly to a close by position and sharing the scope.

ACN: 1796375

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 43000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Fractional

Make Model Name : Medium Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 13

ASRS Report Number.Accession Number : 1796375

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Time Pressure

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Automation : Air Traffic Control  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was working Sector X (AOA [At Or Above] FL360) and another sector was being saturated (Y/Z/A combined. Training was being done at this sector), so they split off A to me. There was a lot of traffic and weather in the area. Apparently, restrictions were put in place that aircraft entering ZZZ1 [Center] from us and landing at ZZZ [Airport] needed to be AOB FL260. I was working an Ultra High Sector. When I was given the briefing by the trainee, the trainer ran over to my scope and said that Aircraft X needed to be AOB [At Or Below] FL260. The aircraft was at FL430 and maybe 40 miles from the boundary, on top of same direction and opposite direction traffic. Aside from that there were numerous conflicting aircraft issues already fixing to happen. My EDST [En-route Decision Support Tool] had a bunch of red alerts of which should have been fixed prior to the aircraft entering our area. Again, this was on the sector I was gaining, NOT the one I was already working. I was bit overwhelmed taking the sector just due to the amount of work that needed to be corrected due to the neglect of the training team. I descended Aircraft X to FL390, knowing I would have to move or quickly descend the aircraft through two others converging at FL390 and another directly below at FL380. I assigned the altitude and realized the speed gain was great enough that I could get Aircraft X down to FL360 (base of my stratum) and miss Aircraft Y, heading the same direction at FL380. To ensure I had room and miss opposite direction traffic at FL390, I turned Aircraft X. My turn was a bit too aggressive and in doing so, the wind caused the aircraft to lose a bunch of speed, resulting in the CA going off. I turned Aircraft Y to the left to keep separation, but it was already lost. From my observation, I showed a loss of separation to where they were separated by 4.9 miles and 900 feet vs the 1000/5 I need. I didn't stare too long as I had to go on to other separation tasks that were not completed prior to receiving the additional airspace/traffic. First, splitting sectors at the last minute has become all too common an occurrence with this COVID schedule and working "more with less." The whole environment is unsafe and the things we do are dangerous, resulting in issues like the one I had. Secondly, I won't be taking sectors from a person who doesn't have it all figured out, no matter what the Supervisor says. I take pride in what I do and having separation errors is unacceptable. I had the pilot helping me out the best he could and I second guessed myself that the aircraft would descend through the altitudes fast enough in a straight line Aircraft X started to outrun Aircraft Y as he descended. My turn was too aggressive, and I never played it into my head how much the wind would impact the turn. I think just trying to take action to descend the aircraft to meet a restriction overruled my common sense to think how my actions would play out. Solely my fault, but it could have and should have been avoided had other things been done in a timely manner prior to my taking the airspace. It seems to be a trend to do everything last minute, which is what

creates such mistakes. Had I worked that aircraft and known of the restriction, Aircraft X would have descended below all my traffic 100 miles prior. Maybe not to FL260 so as to penalize the aircraft, but at least below those who were deviating and being rerouted around the weather.

## Synopsis

Center Controller reported having a loss of separation after assuming a busy sector from a training team.

ACN: 1796374

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reporter Organization : Government

Function.Air Traffic Control : Departure

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 14

ASRS Report Number.Accession Number : 1796374

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Other

## Events

Anomaly.ATC Issue : All Types

Detector.Person : Air Traffic Control

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

We were advised that someone had tested positive for COVID. It had been a long period of time since they were in the building. It was during the mid shift, so they didn't have contact with anyone. The TRACON was shutdown and relocated to ZZZ1 Tower at XA:0L on a weekday. This is a busy day of the week and time for us. The functionality of working from the Tower is limited. It also requires all radar sectors to be combined. The volume and complexity was far too great at this time of day. Even with trying to limit operations the radar scope was too cluttered. There were many uncontrolled VFR's. The data blocks overlapped and the Mode-C was unreadable. Traffic workload was high. We asked ZZZ2 Traffic Management Unit (TMU) for 20 Miles In Trail (MIT), but that was not adhered to. Communications were also difficult. We asked all surrounding facilities to use a single

frequency but that was not always followed. VFR's calling for service were using published frequencies. There was no reason to rush this cleaning. Everyone in the facility had already been exposed for hours, if not days. Waiting until XF:00L would have ensured traffic volume and complexity was light enough to work from a reduced area such as ZZZ1 Tower. The rush for cleaning was not worth the safety risk to the flying public.

## Synopsis

TRACON Controller reported the facility went to ATC Zero after someone tested positive for COVID-19. Controller stated they were moved to the Local Tower and worked from there. Reporter advised the move could have been delayed to a non-busy time due to everyone already being exposed.

ACN: 1796147

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 23000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Corporate

Make Model Name : Large Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Descent

Route In Use.STAR : ZZZZZ 3

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 10204

Experience.Flight Crew.Last 90 Days : 21

Experience.Flight Crew.Type : 6499

ASRS Report Number.Accession Number : 1796147

Human Factors : Training / Qualification

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Undershoot



Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were approaching ZZZZZ intersection from the west which is a transition onto the ZZZZZ 3 arrival and had received multiple descent clearances out of our cruising altitude of FL350. Eventually we were cleared to cross ZZZZZ at FL230. Flying the ZZZZZ 3 "as published" we would normally cross ZZZZZ1 at FL230 per the STAR and the FMS altitude crossings were set for this. ZZZZZ is 14 miles prior to ZZZZZ1 so crossing ZZZZZ at FL230 requires a change in the FMS and a steeper descent. We acknowledged the clearance and a few minutes later while performing a challenge and response descent checklist and when flying overhead ZZZZZ I realized that we were still on the original profile descent to cross ZZZZZ1 at FL230 and we were crossing ZZZZZ above our assigned altitude of FL230. I attribute this error to our reduced amount of flying in the past 12 months due to the COVID lock down and to distraction by the descent checklist.

## Synopsis

Corporate Captain reported an altitude deviation during approach and cited lack of flying as a contributing factor.

ACN: 1796133

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Relative Position.Angle.Radial : 0

Relative Position.Distance.Nautical Miles : 0

Altitude.MSL.Single Value : 3000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Route In Use : Vectors

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 780

Experience.Flight Crew.Last 90 Days : 13

Experience.Flight Crew.Type : 350

ASRS Report Number.Accession Number : 1796133

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I fly X type missions, for which I'm wearing a mask, which I knew harms the sealing of my active noise reduction headset (and as a result reduces the sound quality, bringing in some ambient noise). It was not until yesterday that I realized how disruptive this is. I was flying on the last leg of my IFR flight plan, from ZZZ to ZZZZZ (from there to my destination - ZZZ1). ATC called me and said something about heading 290 with ZZZZZ in it, I assumed they're telling me I need to fly 290 to ZZZZZ (and from there proceed as usual). That's what I did, ATC got (rightfully) upset and told me that I was asked to fly 290, which I then did and later cleared for a visual approach to Runway XX at ZZZ1. Listening to the recording on liveatc.net, I could clearly hear the ATC telling me to depart ZZZZZ at heading 290. That "depart" is the one piece of the puzzle I didn't hear during the flight. On my way back - no passengers, no mask - all of a sudden ATC sounded much clearer. It made obvious to me this has to change, and I need to find a mask that does not interfere with my headset.

## Synopsis

Single pilot reported unable to understand the Controller's instruction clearly due to the pilot's face mask interfering with the over ear headset.

ACN: 1796125

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 32000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 3860

Experience.Flight Crew.Last 90 Days : 132

Experience.Flight Crew.Type : 2373

ASRS Report Number.Accession Number : 1796125

Human Factors : Communication Breakdown

Human Factors : Troubleshooting

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

We were cruising at FL320 around late afternoon when transmission with ZZZ Center became difficult as we were handed off to the next frequency. ZZZ Center's transmissions were muffled and unreadable at times. Multiple aircraft, including my own, had to ask Center to repeat instruction due to the muffled voice and weak transmission. My belief is that the Center Controller was wearing a mask and that mask was causing the majority of communication difficulty. If true, the use of masks by Center controllers is creating a serious communication and safety issue between pilots and Air Traffic Control. Everything about the national air space system is designed so pilot to ATC communication is to be understood without interference or confusion. The use of masks by ZZZ ATC has the potential to create confusion and ultimately a sacrifice of safety.

## Synopsis

Air Carrier Captain reported difficulty understanding Center controllers and believes the problem maybe the controllers are wearing face masks.

ACN: 1796107

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 39300

## Environment

Flight Conditions : VMC

Light : Daylight

Ceiling : CLR

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Corporate

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Climb

Airspace.Class A : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 17852  
Experience.Flight Crew.Last 90 Days : 63  
Experience.Flight Crew.Type : 4511  
ASRS Report Number.Accession Number : 1796107  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Time Pressure  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Automation : Air Traffic Control  
Detector.Automation : Aircraft TA  
Detector.Person : Air Traffic Control  
Miss Distance.Vertical : 700  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were returning to ZZZ from ZZZ1 late on the afternoon. The enroute environment was apparently busier than the recent "new normal" for that time of year as we had been limited in our climb clearances to between one- and three-thousand feet per climb clearance since our departure 25 minutes earlier. Our most recent climb clearance was to FL400 (on our way to our filed FL410). Subsequently, ATC called traffic (I don't recall the model or the horizontal distance away) at "1,000 feet ABOVE YOUR ASSIGNED ALTITUDE" (emphasis mine). I would have replied "Looking" or some similar acknowledgment. I did look and then subsequently noticed my FO (who was PF and in the left seat) had shallowed our climb to 100 FPM or so out of FL390 -- significantly less than the 5 or 600 FPM I would have expected. We were also very light, so a climb rate that shallow would have soon required a power reduction. At about the same time we got a TA and the Controller asked us to confirm we were level (or leveling?) at FL390. I don't recall the exact exchange, but I would have replied something to the effect that we were climbing to FL400, he would have said something to the effect of maintain FL390. At that point I fully processed what was happening, gave silent kudos to my FO for correctly interpreting the bad direction this was going, and directed him to "push." As what we had was a TA, not an RA, the autopilot was left engaged, but he did direct the nose down and I dialed 390 into the ASEL. The Controller asked us to confirm we were at FL390. I interpreted that as him wanting that confirmation on tape and I gave it to him, although we were, in fact, changing our vertical direction from up to down at FL393 at that point. We are a very structured flight department. In order for an airplane to be directed to an altitude during enroute climb or

descent, the Controller has to assign that altitude, the PNF has to read it back and dial it into the ASEL, the PF has to verbally and independently repeat that altitude for both of us to hear, and has to acknowledge that he sees that same altitude displayed in front of him. Owing to that routine sequence and cadence of events, we are both 100% certain that we were assigned FL400. That said, I can allow as how I have possibly been wrong at least once in my flying career. My FO was hired on just as COVID came on the scene last year. With the reduced amount of flying we've been doing since, he is still considered "new" to the operation and as such not fully comfortable with our procedures. By that, I mean that I sometimes sense a hesitation for him to be as assertive as he should be and as assertive as he would be by now had this been a normal year. That notwithstanding, I would expect any pilot in our organization to question, in no uncertain terms, anything they were uncertain about, especially an ATC clearance. Likewise, no one in our organization, from Director of Flight Ops down, would hesitate to ascertain verification of any such uncertainty, no matter who questioned it. That's the way we move airplanes without bending them. I'm still 100% certain we were cleared to FL400. In retrospect, and we observed this at the time, the primary thing that would have alerted us to this unfolding conflict would have been for the Controller to have called the traffic as "...opposite direction at FL400." That would have raised the hackles on the back of my neck and elicited from me a request to confirm our assigned altitude. There is no error-trapping possible when traffic is called as "1,000 feet above your assigned altitude." Additionally, and this is not a negative, just observation and fact: we're flying the oldest, and by far the most reliable, airplane in our fleet of four; however, owing to her age, we're looking at a pair of >XX-year-old TCAS displays on dedicated three-inch round screens. There are no course overlays, no distance rings and, especially on the longer ranges (20 and 40 mile), no way to precisely assess the relative position, direction or closure rate of traffic approaching, especially when doing so nearly head on. Technology is good. Newer technology can sometimes be better. On a positive note, we did visually acquire the traffic while far enough apart that had evasive action been necessary (it wasn't), we would have had plenty of time to take it. We did debrief this incident immediately after its occurrence, replayed the events out loud and decided the error was ultimately ATC's, that we had done everything we could to mitigate the repercussions to the controller and that we were not at fault.

## Synopsis

Corporate Captain reported an altitude deviation that caused an airborne conflict (TA) and cites Controller/Pilot communication and the First Officer's (PF) lack of flying as contributing factors.



ACN: 1795928

## Time / Day

Date : 202011

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1795928

Human Factors : Other / Unknown

Human Factors : Communication Breakdown

Human Factors : Troubleshooting

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Other Person

Were Passengers Involved In Event : N

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Software and Automation

Contributing Factors / Situations : Procedure

Primary Problem : Ambiguous

## Narrative: 1

It was determined that pilot's FAA Medical was updated on 202011 with special Issuance / Expiration date and it was defaulted to the 6-month expiration date in Pilot Records. Due to the high volumes of FAA Medical coming in for the past few months and FAA Medical extensions, this one fell through the cracks. Because of the pandemic last year, pilots were granted FAA medical extensions on their "Expiration Time", and that may have caused the confusion and to slip by. We are very careful when processing FAA Medicals including other work that we process, and fully intend to process our work as accurately as possible.

## Synopsis

Air Carrier Administration Office employee reported a pilot's FAA Medical Certificate was erroneously marked as expired during the COVID-19 extension period.

ACN: 1795884

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 56

Experience.Flight Crew.Type : 5614

ASRS Report Number.Accession Number : 1795884

Human Factors : Communication Breakdown

Human Factors : Other / Unknown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Last 90 Days : 210  
Experience.Flight Crew.Type : 10000  
ASRS Report Number.Accession Number : 1795887  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Human Factors : Other / Unknown  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During single-engine taxi out, the A FA called the cockpit, informing us of passengers' non-compliance with the facemask policy. The decision was made to return to the gate. As we taxied back toward the Ramp, I coordinated with the Captain, advising that I felt it was appropriate to perform an After Landing flow prior to returning to the gate. Captain agreed, and I accomplished the flow. While holding for a gate, and on the apron with the parking brake set, the A FA called back to the cockpit, advising that the passengers were now willing to comply and that the three FAs were comfortable with continuing the flight. At this point we re-accomplished a Before Taxi flow (as appropriate for our single engine taxi configuration), then ran a Before Taxi Checklist. We then coordinated with ATC to proceed with a taxi clearance for departure. The Number 1 engine was started and the rest of the taxi and takeoff proceeded uneventfully. Once airborne, I noticed that we had departed with the autobrake selector in the OFF position. As I thought about the sequence of events leading to that I thought of two things: placing that switch to RTO takes place in the Captain's Before Start flow. I also recalled that when I performed the After Start flow (following the Passenger incident), I placed the Window Heat switches to ON, another item that is normally accomplished in the Captain's Before Start flow. Clearly, in our unique situation, a Before Taxi flow, followed by a Before Taxi Checklist was insufficient to reposition all switches to their appropriate positions prior to taxi and takeoff. Of note, neither of us felt rushed, and we both felt that we used good CRM to methodically think through our situation before continuing, yet in the end, something was missing. I've referenced the manuals, looking for a procedure that would have trapped our errors, but am still left wondering. Since we started the original taxi single engine and never shutdown that engine, the procedure in Flight Ops Manual never entered our minds, yet

that guidance probably would've caught the error. Non-standard Ops lead to inadvertent takeoff with auto brakes selected off.

## Narrative: 2

On taxi out, the A FA called to tell me that there was a family being non-compliant regarding the face mask policy. I made the decision to taxi back to the gate. I asked the FO to complete the After Landing Checklist. While we were waiting for a gate, the FA called to tell us, "Never mind, the issue is resolved." At that point, we completed the Before Taxi Checklist and taxied to the runway. After takeoff, the FO pointed out that RTO switch was not re-selected to "armed." Our unique situation made it impossible for autobrake re-selection to occur. In this situation, our normal checklist does not catch the error. I should have triple checked everything because our routine taxi out was interrupted. RTO reengage missed during a taxi back to the gate and subsequent cancellation of that.

## Synopsis

Air carrier flight crew reported missing re-setting the auto-brake system before takeoff and cited dealing with a passenger not complying with face mask policy as a contributing factor.

ACN: 1795543

## Time / Day

Date : 202103

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 5100

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use.Other

Airspace.Class E : ZZZ1

## Person

Reporter Organization : Government

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 10

ASRS Report Number.Accession Number : 1795543

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : CFTT / CFIT

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Aircraft X was IFR inbound to ZZZ requesting the LOC RWY XX; however, the tower still on their COVID hours closes early. When the tower closed they put the localizer on RWY YY so the LOC RWY XX was unavailable. Due to winds Aircraft X was unable RWY YY. They requested the RNAV Y RWY XX. I had traffic for Aircraft X as they were approaching ZZZZZ with the crossing altitude of 051 and the traffic at 047 I gave a restriction for traffic. This confused the pilot so I went back and cancelled the approach clearance and told the pilot to expect clearance at ZZZZZ1, but this was a mistake, what I meant to say was ZZZZZ. The pilot did not question me but did seem confused. Rightfully so. When Aircraft X was clear of the traffic they reported that they were direct ZZZZZ. I then cleared Aircraft X to cross ZZZZZ at 5,100 cleared straight in RNAV Y Rwy XX approach. Aircraft X appeared to overshoot ZZZZZ before turning to ZZZZZ2. I questioned the pilot that the next fix past ZZZZZ was ZZZZZ2, is that where they show their self going. The pilot stated they just passed ZZZZZ2 and I can't quite understand what they said after that. But at the time I thought they said going to ZZZZZ3 the next fix on the approach. While this was going on I had a couple other aircraft waiting and another facility call me for point outs. When my attention took me back to Aircraft X their path appeared off and had began a go around and the moment they called me I issued the low altitude alert and an immediate climb. They attempted the approach and landed safely on the second attempt. My initial reaction to this approach was that something was off, which is when I questioned the pilot. I gave them the benefit of the doubt and hoped that they had corrected the overshoot at ZZZZZ and was properly on the RNAV Y RWY XX at ZZZ. However; I should have just gone with my gut and broke the aircraft off the approach when I noticed the error and vectored back around for a second attempt. Hindsight when you look back is always better. We try to not delay aircraft and hope that they are truthful when we question them about approaches. However; safety is our number one priority and concern and I did feel like there was something not right and looking back I wish I would have just broken the aircraft off the approach and re-sequenced. It is always easier to watch a replay to see how we can improve, but that is important so we do not repeat our mistakes.

## Synopsis

TRACON Controller reported having an aircraft that wanted one approach, but the tower was closed and the approaches were set up for the opposite direction. Controller reported possibly confusing pilot with clearances.

ACN: 1795514

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 27000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 1300

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Taxi

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Descent

Route In Use : Direct

Route In Use.STAR : ZZZZZ5

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Taxi

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Flight Engineer / Second Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 10100

Experience.Flight Crew.Last 90 Days : 104

Experience.Flight Crew.Type : 2045

ASRS Report Number.Accession Number : 1795514

Human Factors : Fatigue

Human Factors : Distraction

Human Factors : Physiological - Other

Human Factors : Situational Awareness  
Human Factors : Workload

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was the Pilot Monitoring (PM) on the flight to ZZZ. Descending on the ZZZZZ FIVE arrival heading to the ZZZZZ1 fix. Approximately 20 miles from the ZZZZZ1 fix ATC called and revised the fixes after ZZZZZ1 but told us to comply with all the restrictions. The ZZZZZ1 fix includes a crossing restriction of 27000 feet. I read back the new clearance and confirm it with the Captain/PF. Done, then I went heads down to re-program the FMS including changing the landing runway. As I transfer my eyes back to the PFD to continue with the PM duties, I noticed the altitude at approximately 25,000 feet. I pointed the deviation to the Captain who stopped the descent. No traffic conflict was issued by ATC and we continued with the arrival using the depicted profile. While I have the primary duty of PM there are additional duties such as the checklist, FMS Programing, radio calls etc., that can distract us at important times. Compounding the situation was long days with five legs and 10 plus hours of duty. On top of that, due to the COVID crisis, we are operating with reduced staff and salary freeze creating additional stress and fatigue. I think prioritizing the duties is important and an art. Yet sometimes we reach limits and we don't recognize it.

## Synopsis

Air taxi First Officer reported an altitude deviation during arrival and cited short staffing, fatigue and stress due to the COVID-19 pandemic as contributing factors.



ACN: 1795437

## Time / Day

Date : 202103

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Location Of Person.Aircraft : X

Location In Aircraft.Other

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1795437

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Other / Unknown

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : N

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

The Captain refused to brief me along with other crew members because I asked to maintain the appropriate amount of social distance. Captain told me to go to the back if I didn't want to come closer. Not receiving a crew briefing jeopardizes the entire crew along with the passengers. [Suggest] for the Captain when time permits, to brief the crew or brief us individually.

## Synopsis

Flight Attendant reported the Captain did not give a crew briefing after the Flight Attendant asked for social distancing.

ACN: 1795393

## Time / Day

Date : 202103

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 1000

## Environment

Flight Conditions : Marginal

Light : Night

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Initial Approach

Route In Use.STAR : ZZZZZ4

Airspace.Class E : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1795393

Human Factors : Distraction

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1794974  
Human Factors : Workload  
Human Factors : Situational Awareness  
Human Factors : Physiological - Other  
Human Factors : Confusion  
Human Factors : Communication Breakdown  
Human Factors : Fatigue  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We conducted the ZZZZZ4 arrival and joined the ILS XX approach from ZZZZZ [Intersection] as briefed. When the Captain contacted the Tower, the Controller cleared us to land XX Right. The Captain read back the clearance. I said, "Can you confirm Controller wants us to land on the right? We're on the ILS XX Left." The Captain confirmed with the Controller cleared to land on the right. The Controller responded "Affirmative. XX Right, Cleared to land." At the time, we were well above 1,000 feet in visual conditions with the runway in sight and, so I had no objection. I clicked off the autopilot and side-stepped to XX Right and we landed. No issues arose with ATC or any other traffic. The next day, the Captain reached out to me and we spoke over the phone. Captain learned that we had actually been cleared for the ILS XX Right approach and Captain intended to file a report. A couple of days later I was finally able to confirm that this was correct. We aren't able to determine if it was being read back correctly or incorrectly, but there was never a clarification type of response from ZZZ Approach. It's also important to bring up that the Captain was wearing a face mask throughout the flight operations which did contribute to difficulties in communication with myself and with ATC at various times during the trip. This likely was a contributing factor to our deviation. Another contributing factor was the violation of sterile cockpit below 18,000 feet by the Captain and myself. Personally, I was distracted by our conversation as well as the fact that Captain was wearing a mask during the flight. Complacency is also a factor as the ZZZZZ4 Arrival usually results in the ILS or visual to XX Left. I think our company needs to take a harder stance on mask-wearing during flight operations in the flight deck. I recommend that the company forbids the use

of masks by pilots during flight operations to ensure that communications are clear and effective. In this case, it can be assumed that the Captain was repeating the clearance saying "XX Left" but the Controller did not hear it clearly and assumed Captain was saying XX Right. Therefore, Captain was never corrected and we continued with what we had expected in our heads. There were multiple points throughout our trip that ATC did not understand the Captain and asked who was calling or needed clarification on what Captain was saying because it was difficult to understand with the mask. I thought on several occasions throughout our trip that it was the Captain's choice to wear it but if we have an emergency situation that I really hope Captain would take it off so that effective communication could be established and maintained. An emergency situation did not occur, but clearly an issue did arise with our approach to our destination.

## Narrative: 2

ZZZ had a broken layer at 1,700 feet and we were expecting to do an approach. Descending into ZZZ on the ZZZZZ4 arrival we had set up for the ILS [Runway] XXL. We were assigned to join the ILS [Runway] XXR at ZZZZZ [Intersection] and then later cleared for the ILS XXR approach. We did not fly the ILS XXR. We flew the XXL approach and when we were on with Tower, we told them we were inbound on the ILS XXL. Tower cleared us to land XXR. By the time we contacted Tower we were out of the clouds and could see the runway. We verified two times that we were cleared to land XXR and not XXL. And Tower confirmed that we were to land XXR. Since we had visual on the runway, we side stepped and landed on XXR. We were probably at 1,500-1,600 feet AFE when we side stepped. We were confused as to why they had changed runways on us, but we knew that XXR was longer than XXL and that the landing speeds were the same and we were familiar with the airport. As we side stepped, I programmed in the ILS XXR so that we had a backup source even though we visually had the airport in sight. Later in the evening it still didn't sit right with me that we had a runway change that late, especially since we had been on an IFR approach. I realized we had in fact been assigned ILS XXR all the way back on with Approach. They never corrected me. So, I either read it back correctly but we were really hearing what we wanted to hear (ILS XXL) or they never corrected me and we all missed it. The approach was stable all the way through for XXL and the sidestep was done in a safe manner. I attribute not being sterile in the descent as a factor even though we were assigned to join ILS XXR at ZZZZZ prior to FL180. I would say complacency and expectancy were the primary factors. XXL wasn't closed and we were set that we would be doing the ILS XXL. It was also the last leg on the last day of our trip and we had had a long day. I had been up since 8 or 9am and we had flown 4 legs. This flight landed around XApm. I can say that I once again am reminded how serious our jobs are and that miss hearing a simple "L" vs "R" can be life changing. I can only say that I am thankful that this took place during a low traffic period and that we were able to maintain a safe condition. I'm honestly not too sure how to avoid this situation. I believe that writing down my clearances would assist in allowing me to verify and that maybe I need to make sure to turn my headset up so that I won't miss ATC.

## Synopsis

Air Carrier flight crew reported a track heading deviation during approach due to communication issues with ATC. The First Officer cited the Captain wearing a face mask on the flight deck may have contributed to the communication problems with ATC and between them.

ACN: 1795292

## Time / Day

Date : 202103

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Dusk

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component : 1

Aircraft Component : Turbine Engine Thrust Reverser

Aircraft Reference : X

Problem : Malfunctioning

## Component : 2

Aircraft Component : Circuit Breaker / Fuse / Thermocouple

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 82

ASRS Report Number.Accession Number : 1795292

Human Factors : Distraction

Human Factors : Other / Unknown

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Maintenance

## Person : 2

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Last 90 Days : 225  
Experience.Flight Crew.Type : 15000  
ASRS Report Number.Accession Number : 1795305  
Human Factors : Workload  
Human Factors : Troubleshooting  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL  
Detector.Person : Maintenance  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.General : Flight Cancelled / Delayed  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Sat in ZZZ for hours for a delayed flight coming from ZZZ1. During the swap, the outgoing Captain informed me that the Crew that brought the aircraft into ZZZ1 said that upon landing the right thrust reverser malfunctioned. The delay was due to Contract Maintenance MEL'ing the right thrust reverser. During pre-flight I checked the logbook, Release, and stickers as well as looked up the MEL on my EFB. During this time the "A" Flight Attendant informed me that a passenger was refusing to wear their mask and creating a scene and that the CSR had been called. Eventually the passenger was removed and an updated report was sent to the aircraft. During the distraction I neglected to click on the hyperlink in the MEL in the Maintenance portion labeled MEL SP#XX Thrust Reverser System. If I had I would have noticed on that a Circuit Breaker for the #2 Engine

should have been pulled and collared. Upon landing in ZZZ2 I informed the outgoing Captain of the MEL. During my commute home I received a text from said Captain that he found the wrong CB had been collared and that he had written it up and ZZZ2 Maintenance was fixing the issue. Upon reviewing the SP#XX I can only assume that the CB for the #1 Engine had been pulled instead.

## Narrative: 2

Inbound Captain advised that they had received the aircraft late in ZZZ due to Thrust Reverser MEL applied in ZZZ1 on previous flight and then further delayed on their flight due to a Passenger refusing to comply with mask requirements. In reviewing the logbook I found that the MEL sticker in the front of the logbook was not completed. The MEL number was not entered, the Special procedures performed were not entered and the circuit breakers pulled and collared were not entered. When I reviewed the logbook entry, the special procedures were references SP-XX. I also observed C/B's #2 Engine TR Sync Lock and #2 Engine TR INTLK pulled and collared. I then reviewed the MEL and SP-XX and discovered the following errors. 1. SP XX calls for the #2 Engine TR Sync Lock c/b and the #2 Engine TR Control c/b to be pulled and collared. the Control C/B was NOT collared as prescribed in SP XXnd the INTLK c/b WAS collared contrary to SP XX 2. There was no MEL sticker placed on the Inoperative TR lever. 3. There was no MEL sticker placed above the respected N1 gauge. I contacted Maintenance Control to confirm my understanding of the MEL regarding the incorrect Circuit Breakers and they confirmed the wrong circuit breaker had been pulled. Notified ZZZ2 Maintenance and entered the discrepancy in the logbook. ZZZ2 Maintenance arrived and corrected the circuit breaker configuration and signed off the discrepancy I had entered. Missing information on the logbook sticker was also corrected. I have long felt that our MEL is VERY inadequate when it comes to circuit breaker identification. In this particular instance the nomenclature is correct and was just applied incorrectly by the Mechanic, but if the C/B locations were included it would have been much more apparent to the Mechanic as well as flight crew that the two C/B would not be immediately adjacent to each other. I have brought this to the attention of Flight Ops previously with regards to other MEL's and have been advised that changes are slated for a future revision that has been delayed due to aircraft out of service returns, COVID and other issues. I also feel it should be reinforced to flight crews that MEL compliance is not solely the responsibility of the Maintenance department and that we should always verify (to the limits of our abilities) those aspects of MEL compliance which we have ready access to on each airplane we accept regardless of previous crews acceptance of the aircraft.

## Synopsis

Two air carrier captains reported delays due to incorrect MEL procedures performed by maintenance and a passenger not complying with face mask policy.



ACN: 1795238

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 090

Relative Position.Distance.Nautical Miles : 30

Altitude.MSL.Single Value : 10000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Corporate

Make Model Name : Small Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Captain

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Other

Experience.Flight Crew.Total : 4300

Experience.Flight Crew.Last 90 Days : 20

Experience.Flight Crew.Type : 145

ASRS Report Number.Accession Number : 1795238

Human Factors : Confusion

Human Factors : Troubleshooting

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

I filed IFR flight plan. The flight was uneventful. I was cleared by ZZZ Center to descend to 10,000 feet MSL. I confirmed that clearance. I descended and was level for a minute or so when the Controller said to climb back up to 11,000 feet which was the altitude to which Controller cleared me. That was incorrect and would have been the wrong altitude for that direction of flight. The Controller admitted on the radio [to] working six frequencies at once. There was no traffic conflict. I think it is unfortunate that the Controller was so busy and the transmissions revealed Controller was very new on the job but the Supervisor should have helped out. Controller cleared me to 10,000 feet about a minute after Controller told me to climb up to 11,000 feet. Controller was clearly confused.

## Synopsis

Corporate Captain reported the Controller was working 6 frequencies at once and issued an incorrect altitude clearance.

ACN: 1795121

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 11000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 1672

Experience.Flight Crew.Last 90 Days : 23

Experience.Flight Crew.Type : 160

ASRS Report Number.Accession Number : 1795121

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Became Reoriented

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was pilot monitoring. We were given a clearance to maintain 250 knots until advised. Upon reaching 10,000 feet we accelerated to 290 knots (our normal profile). I advised the Captain that we were given a 250 knot clearance...we discussed and I probed the Controller and confirmed we were given a 250 knot speed restriction until 14,000 feet. We began to slow down. I believe the cause of this is the fact that we have not been flying a lot because of COVID. I had been furloughed and brought back to the line and retrained. I believe if I had been flying more often than I would have been able to catch this lapse earlier or could have reminded the Captain once we reached 10,000 feet.

## Synopsis

Air carrier First Officer reported a failure to notify the Captain that the aircraft's speed was exceeding the clearance limit during climbout. First Officer cited lack of flying as a contributing factor.

ACN: 1795019

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 23000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Flight Phase : Descent

Route In Use.STAR : ZZZZX

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1795019

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Human Factors : Other / Unknown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation - Altitude : Undershoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On the ZZZZZ X arrival into ZZZ, we were given a descent to FL230. As PF, I re-cruised for FL230. Prior to ZZZZZ1 we were told to descend via the arrival. I dialed in 6,000 feet for the Runway XXL approach. Initially the descent point was visible and looked normal. After flying several more minutes it became clear that we were past the descent point. It was about this time that the descent point disappeared from the ND. We started an immediate Open Descent with full speed brakes. We were unable to get relief from the altitude/airspeed requirement at ZZZZZ2 (250/110) due to radio congestion. We were given a frequency change and got relief from ZZZ Approach who gave us a descent to 6,000 feet which we accomplished. The rest of the approach and landing was uneventful. When the PF re-cruised he inadvertently typed in '320' instead of '230'. There was not an immediate erroneous depiction on the ND. Everything looked normal, however we continued past the descent point. Just as we realized there was something wrong, the ND descent point disappeared. The PF has been on reserve and has flown very little in the last two months. The next two flights went well with no problems. The two pilots were on the first leg of the trip. It was the first time they'd flow together. They were working well together and both were attempting to follow policies/procedures. This was a dumb mistake by one pilot that was not caught by the other. By re-cruising, the goal was to have the ND provide usable descent point information. I listed this as a 'Moderate' risk rating because we easily received relief from ATC. If they had not assisted us, the risk would have been higher.

## Synopsis

Air Carrier Captain reported an altitude deviation and explained the PF had been on reserve and flown little in the last two months which may have contributed to the event.

ACN: 1794882

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 5000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Initial Approach

Route In Use.STAR : ZZZZZ2

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Phase : Initial Approach

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1794882

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were level 5,000 feet 250 knots approaching ZZZ VOR on the ZZZZZ2 Star. Approach gave a heading 280 and slow to 180 and asked if we had the field in sight. We were heading 330 and I was thinking a turn to 350 was coming so 280 heading caught me a little off guard. I (FO) was pilot flying. The sun was just above the horizon as I looked west and across the cockpit for the field. Simultaneously I was looking cross-cockpit and programming the speed and heading change into the FMC. I could make out the field so I said to the Captain (PM), "I can see the field, you can call it in sight." I noticed another aircraft on TCAS at our altitude on TCAS and then saw them visually less than ten miles away, also headed west toward ZZZ [Airport]; I noted the paint scheme and relayed to the PM all that information and that they were probably headed to the north side of the airport. In my head I was thinking that our airplane was not slowing down as fast as I would like when the PM said 'where is that airplane, I think we need to turn.' I pushed the localizer button on the FMC but the airplane did not turn so I turned the autopilot off and manually turned to intercept final for [Runway] XXR. As I did, we received a TCAS TA then a few seconds later a TCAS RA to climb. The ADI showed a red boxed area from level flight down (I was descending) so I just leveled off until we heard "clear of conflict." Then Approach gave us a 180 heading, paused, and then said "you guys can't do that," and switched us to Tower. I was able to correct the high energy level of the airplane using gear, flaps, and speed brakes and continued the approach and landed uneventfully. Fast close to the airfield, sun in eyes, failure on my part to use automation. Something from ATC that I was going to turn towards the runway instead of downwind in the [Runway] XXR pattern or an advisory where we were in the sequence. My recency of experience led to not arming the localizer; while I did brief that at the start of the first leg I could have reemphasized it during the approach brief.

## Synopsis

Air Carrier First Officer reported a track heading deviation and an altitude deviation during approach resulting in an RA event and cited lack of flying contributed to the event.



ACN: 1794877

## Time / Day

Date : 202103

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Descent

Route In Use.STAR : ZZZZZ

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1794877

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Human Factors : Human-Machine Interface

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Human Factors

## Narrative: 1

Assigned to descend via. Inside ZZZZZ assigned 300 knots. Captain used the speed window to adjust speed. Approaching ZZZZZ1, realized he was crossing low. He attempted to correct but still crossed low by what I estimate to be 500-800 feet low. I looked and realized he did not use Speed Intervention but instead had used LVL Change. ATC did not query us about the error nor was there traffic in the area. Captain new to aircraft and seat with limited recency of experience confused speed/descent modes. FO (PM) limited recency of experience involved with approach programming and communications did not notice the error. For our part better announcement and verification of MCP changes. Better monitoring during busy descent.

## Synopsis

Air Carrier First Officer reported an altitude deviation and cited the Captain being new to the aircraft and both pilots' lack of flying contributed to the event.

ACN: 1794806

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory. TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class C : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory. TRACON : ZZZ

Make Model Name : Light Transport

Flight Plan : VFR

Airspace.Class C : ZZZ

## Person : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Function.Air Traffic Control : Departure

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 5

ASRS Report Number.Accession Number : 1794806

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Other

## Person : 2

Location Of Person.Facility : ZZZ1.TOWER

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 3

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Other

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Aircraft X was southbound at 030 for a visual approach to Runway XX at ZZZ. I accepted a VFR point out from ZZZ1 facility on a XXXX code just a few miles east of ZZZZZ intersection going a few miles west of ZZZZZ to turn back to ZZZ1 airspace along the coastline at 015. I did not tag up the point out because there was no traffic in that vicinity, and I was busy messing with my COVID mask. I was trying to put my mask on which I had in my pocket. I cleared Aircraft X into Runway XX for the visual approach. I switched Aircraft X to the Tower when the point out aircraft was 7NM East of Aircraft X at 015. The tower controller issued traffic to Aircraft X three times. The first traffic call Aircraft X reported seeing the aircraft on TCAS. The third traffic call Aircraft X reported the traffic insight. No traffic alert was given to Aircraft X and no TCAS RA was performed. Aircraft X continued inbound and landed without further incident. I lost track of the point out because when I took it I was working planes while trying to fix my COVID-19 mask. When I decided to just work without one, I had moved on to other traffic and forgot to tag up the point out. The fact that I was more concerned with getting in trouble for not having my mask on rather than doing a completely efficient job is the FAA's fault. The FAA is making us fear the repercussions of the mask mandate, so much its eroding the safety of the NAS...DO NOT REQUIRE MASK TO BE WORN ON POSITION IF WE ARE ALREADY SIX FEET APART, which we are based on the distance of scope to scope. Whether its distracting, [probably] muffles transmissions, the mask mandate on position is depleting the safety of the NAS.

## Narrative: 2

I was working LC. Runway XX was the active Runway, advertising RNAVs. Aircraft X, checked on Tower frequency on an 11 mile final at an altitude of 1,700 feet. I noticed a target moving east to west at a high rate of speed (240 knots) and was not tagged up. I called traffic to Aircraft X at his 2 o'clock 3 to 4 miles moving westbound at 1,500 feet. Aircraft X said he had it on his TCAS and he was looking for traffic. I continued to watch the westbound traffic realizing it was going to potentially become a conflict for Aircraft X and continued to call traffic to them. I advised Aircraft X to try and maintain 1,700 feet based on the fact the westbound traffic appeared to be holding 1,500 and Aircraft X was on an instrument approach. I also told Aircraft X it appeared the traffic was going to pass underneath. Aircraft X reported the traffic in sight right as my Ground Control and I realized the target was making a hard 180 degree turn back to the east while climbing up into Aircraft X's flight path and altitude. I responded back to Aircraft X to maneuver at his discretion to avoid the aircraft. The target continued eastbound. Aircraft X landed without incident. I asked Aircraft X if he would give me a call so that I may ask questions. I told

him he was not in trouble, he obliged and I gave him the tower number. I then attempted to call the Supervisor from our communications counsel to ask what was going on with the target to no avail, the Supervisor did not pick up. Once on break I was able to speak with the pilot: The Pilot said it was a [description]. He caught a glimpse of it while it passed underneath then Aircraft Y did the 180 degree turn back east and passed right off the nose of his aircraft at his altitude. The pilot also mentioned that his passengers had asked about the aircraft, leading me to believe in fact Aircraft Y was extremely close and causing this to be a significant event. The pilot said he was also going to file a report. I took the information down to my Supervisor. My Supervisor called the ZZZ [TRACON] Supervisor who said he didn't know anything of the event and that he was too busy to look into at the moment. Seeing as how Aircraft Y came from ZZZ's TRACON airspace, my Supervisor gave them a call to see if they knew anything about Aircraft Y and what it was doing. ZZZ4 said they were talking to Aircraft Y and had coordinated with ZZZ with a point out, ZZZ accepted the point out on Aircraft Y. There was never any coordination from ZZZ to myself on LC in reference to Aircraft Y. Note: I did not issue a Traffic Alert because I had no clue what Aircraft Y was doing, I was focused on calling the traffic from the beginning, and with the 180 degree high speed turn I felt like giving the pilot discretion to maneuver as needed (since he had him in sight then) was the best course of action for the pilot to be able to keep his passengers alive. Note: Aircraft Y was never tagged up on the scope. They appeared to be VFR but I'm really unsure if they were. Events like this in the ZZZ [TRACON] airspace and ZZZ [Tower] environment in my opinion are a consistent problem.

1. ATC 101: coordination and positive control. ZZZ1 [TRACON] coordinated with ZZZ [TRACON] as a point out. ZZZ [TRACON] accepting the point out. In all reality both facilities should be monitoring what Aircraft Y was doing. The original point out coordination was that Aircraft Y was going 6 miles west of the fix ZZZZZ. Once Aircraft Y passed 6 miles there were 2 possible controllers to notice and do something about it. ZZZ [TRACON] should have questioned ZZZ1 [TRACON] and myself reference Aircraft X, ZZZ1 [TRACON] should have reached out to Aircraft Y and ZZZ [TRACON]. Because no one did Aircraft Y was 15 miles west of ZZZZZ and crossing through the final of Runway XX at ZZZ.
2. Take responsibility when you have accepted a point out by keeping an eye on the target as well as looking at your current traffic and what may be a conflict between the point out and current traffic. Do NOT lose track of your traffic and or point outs (which was the excuse of the ZZZ [TRACON] Controller). If you're busy do not accept the point out potentially causing yourself to "lose track" of traffic.
3. CARE! This job is not a game. There is not time to not care when human lives are at stake. For my side: 1. I have re-played this 1000 times over in my head. I think maybe I could have called a traffic alert but what I can't see is what I would have suggested to Aircraft X. I called the traffic early and continued too, once he got it I felt like the pilot knew how to fly that plane better than me, and could see what Aircraft Y was doing better than me as well. If I had given him a suggestion based on how erratic Aircraft Y was I truly think it would have ended badly.

**The pilot's RA** never went off, and speaking to the pilot he wasn't sure why but he said it probably had no idea what to do based on what that Aircraft Y was doing.

2. Suggestion, call the pilot if able or the airport and question said pilot. Potentially file a deviation or ask what was going on.
3. Stop the "holes in the swiss cheese". This was always my favorite CBI [Computer Based Instruction]. In order to not have the holes line up you have to be vigilant always. I try and will continue to try. Maybe I could have even been more vigilant today? Saw it coming earlier?
4. Encourage pilots to file reports so this information can be turned into learning experiences. Thank you for reading some recommendations, and there are probably 100 more things that could be done. This event took a toll on myself the rest of my shift. Some things you just can't un-see, but for myself it makes me better and care even more for our pilots in the sky and their passengers.

## Synopsis

TRACON Controller reported being distracted by attempting to put on a mask and did not issue important traffic to an air carrier on final. Tower Controller reported issuing traffic to an arrival about an unknown aircraft that was pointed out to the TRACON, but the TRACON Controller never advised the Tower Controller.

ACN: 1794733

## Time / Day

Date : 202103

## Place

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

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1794733  
Human Factors : Communication Breakdown  
Human Factors : Training / Qualification  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was assigned to work position Flight Attendant (FA) D on the aircraft and completely forgot my exit rows briefing duty the flight. I didn't realize my failure to brief exit row passengers the entire flight. It was during the boarding process of the second flight when I

briefed those exit row passengers, that I became aware of what I overlooked on the first flight. I believe upon freshly returning to active duty, after almost an entire year being on extended leave of absence during COVID-19 schedule reductions, led to my lack of attention to flight steps in which years of routines were disrupted. To prevent this event from reoccurring, I need to refresh my memory and utilize my work manual in reviewing duties of each phases of flight. Realized mistake of skipped exit briefing for ZZZ-ZZZ1 flight while initiating exit briefing for the return flight ZZZ1-ZZZ.

## Synopsis

Flight Attendant reported after almost an entire year of being on extended leave of absence during COVID-19 schedule reductions, the disruption of routine led the FA to forget the safety briefing for the exit row passengers.



ACN: 1794666

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Initial Climb

Flight Phase : Climb

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1794666

Human Factors : Communication Breakdown

Human Factors : Other / Unknown

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1794668

Human Factors : Training / Qualification

Human Factors : Other / Unknown

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Other / Unknown  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was PM. On initial climb passing 1,500 feet there was no power reduction as programmed on T/O page X. I reached up and manually reduced power then checked T/O page X to find it was in fact still programmed properly. Passing 3,000 feet the speed bug did not bug up for flap retraction. That is when I realized VNAV was not selected. I selected VNAV. We retracted the flaps on schedule and continued the flight to destination. I have low experience with only 40 hours on the aircraft. My Relief Pilot also was not yet consolidated and my FO just recently consolidated. I must have incorrectly responded "checked" to the "MCP" challenge on the before Start checklist and missed that VNAV was not selected. Fly more often. But hard to do under COVID. Be more deliberate in accomplishing checklist especially at the gate before airborne when stress and task demand is low.

## Narrative: 2

Departing ZZZZ at 1,500 feet power did not reduce to climb power. The Captain checked the takeoff pg X for altitudes, they were correct. At 3,000 feet the speed bug did not bug up for cleanup, that's when the Captain realized VNAV was not engaged. He engaged VNAV and I called for flap retraction on schedule. Cause - Recency in right seat. Monitoring. Refrain from staying heads down in the checklist. Confirm selected items.

## Synopsis

Air Carrier flight crew reported not following SOPs during the takeoff and departure phase and forgetting to select VNAV mode resulting in a delayed flap retraction. Captain stated lack of flying contributed to the event.

ACN: 1794548

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 7000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Small Transport

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class A : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Aircraft Operator : Government

Make Model Name : Military

Crew Size.Number Of Crew : 1

Operating Under FAR Part.Other

Flight Plan : IFR

Flight Phase : Descent

Airspace.Class A : ZZZ

## Person : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 5

ASRS Report Number.Accession Number : 1794548

Human Factors : Communication Breakdown

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Person : 2

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 7

ASRS Report Number.Accession Number : 1794556  
Human Factors : Troubleshooting  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : ATC

## Person : 3

Location Of Person.Facility : ZZZ.ARTCC  
Reporter Organization : Government  
Function.Air Traffic Control : Enroute  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 9  
ASRS Report Number.Accession Number : 1794559  
Human Factors : Workload  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Automation : Air Traffic Control  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Software and Automation  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I had a civilian jet at 6,000 feet on a vector to miss ZZZ west airspace that was hot 6,000 feet and above. He was in ZZZ central that I was showing active 8,000 and above. Turns out ZZZ central was active 060 and above. Make sure airspace is coordinated correctly and is reflected in airspace status.

## Narrative: 2

I walked into the aisle to split 3 sectors out to a different position but the current radar working it all/receiving the briefing from the shift leaving for the day said he needed a D-side now. I sat on the D-side and was given a verbal briefing when he had time. I did not know the previous shift changed to bottom limits of a MOA to an altitude that is usually reserved for summer dates, 8,000 feet, and is frequently displayed wrong because the default in the EDST is 080 not 060. The Radar Controller cleared aircraft into the MOA/ATCAA with normal winter base limits of 6,000 feet. I received a call from XX

[Sector] asking if he can have control of a departure to climb to 7,000 feet and I questioned his request. I asked the radar is the ZZZZZ airspace normal altitudes, he said yes and I explained to the controller that the base limits should be 6,000 feet not 8,000 feet. I asked the XX [Sector] Controller if something else was coordinated from the day shift on a higher altitude limit and he said no. I only assumed it was displayed incorrectly as 080 because it happens more often than not in winter time. Come to find out, the day shift controllers did coordinate the base altitudes of 8,000 feet, that information was given to the Radar Controller I was working with as part of the briefing. I was unaware of this information at the time this event happened. During the Summer months the MOA has a section of airspace with a base of 8,000 feet to allow for arrivals and departures out of a regional airport that sees most of its traffic during the summer. In the winter time this base altitude is 6,000 feet. In the EDST (Enroute Decision Support Tool) to activate the airspace, the default is 8,000 feet. Because the default is 8,000 feet, it is a REGULAR occurrence that 080 is incorrectly displayed. Controllers open the airspace activation menu, change the Top altitude and hit enter. There should be a procedure, an additional memory aid or something else that happens if we change the base altitudes outside of the normal because it cannot be relied upon during the winter months that it is accurate. I questioned it because it happens all the time and in this situation, I was incorrect in saying the base was 6,000 feet. In the X years I have worked here, this is the first time that during the winter months I have been incorrect when saying the base should show 6,000 feet, not 8,000 feet.

### Narrative: 3

I received a position relief briefing. Traffic was complex with a lot of military activity in ZZZZZ and ZZZZZ1 airspace. As was later determined, I was briefed that ZZZ Central was capped at 8,000 feet. After receiving the briefing, I immediately began working the traffic I had. It was busy and fairly complex with many VFR aircraft calling for IFR clearances, military flights inbound to ZZZZZ, and outgoing military returning to ZZZ1. I had a D-side to help with coordination, which was significant. I misunderstood the relief briefing and cleared Aircraft X and Aircraft Y into ZZZZZ all, base altitudes to FL300. This removed the 8,000 foot altitude cap on ZZZ Central, and put the military aircraft into potential conflict with a FLC aircraft operating and civilian jet. I did not have any details at the time of the FLC operations. COVID-19 has been a unique event for all of us. It has led to significantly less time on position. I personally have primarily been working the CIC position for the past few months. There are two trainees who need training time every night. The end result is me getting only the bare minimum amount of currency every month. I feel that this has been detrimental to my ability to work aircraft as proficiently as pre-covid times. I generally only work slow traffic, so this particular scenario was difficult for me because I simply do not work traffic enough with the current schedules. We should return to our Basic Watch Schedule (BWS) as soon as possible so that we don't further erode our skills.

### Synopsis

ATC Controllers reported an airborne traffic conflict due to changes to the base altitude of the restricted airspace. A Controller stated it is difficult to keep informed of changes and stay proficient because controllers are working several different positions for short periods.

ACN: 1794546

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Commercial Fixed Wing

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 16

ASRS Report Number.Accession Number : 1794546

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Air Traffic Control

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Ambiguous

## Narrative: 1

While working [sector] X there were significant areas of weather that were impeding aircraft transitioning the sector. One area in particular was south of ZZZ and it was causing large deviations for aircraft inbound to ZZZ. Due to a recent Memorandum of Understanding (MOU) that drastically alters Controller's working conditions on sector, which mandates the wear of facial coverings due to COVID-19 communication began to break down with aircraft on frequency. While trying to describe the precipitation to pilots the mask created interference and the pilots could not decipher what I was trying to relay, which was weather that would affect their route. This was especially the case with a

handful of aircraft inbound to ZZZ that needed information on the weather and on the other aircraft they would have to follow into their destination airport. My only option was to remove the face covering so that I could communicate directly and effectively to the aircrews trying to navigate these storms. I am simply trying to comply with the duty priority. Management at this Center is more concerned with complying with the MOU regarding face coverings than they are about safely moving aircraft about the National Aerospace System. If I were to be seen without my face covering on sector I would undoubtedly be reprimanded for the "face mask violation." Ironically enough, if I were to not be able to communicate with the aircrews effectively and they enter an area of severe turbulence associated with thunderstorms I would also be reprimanded by management. We have now entered a situation where controllers are going to be forced to decide what is more important, the aircraft on frequency or the arbitrary rules being enforced by management due to a "pandemic" that is now over a year old that has proven to represent little-to-no risk to the controlling workforce. By the end of the session I had several instances where separation errors almost occurred because of deviating aircraft and having to repeat transmissions to climbing/descending aircraft...this was even after I removed the face covering. I would recommend that someone in the Air Traffic Organization stand up for the safety of the system and issue some direction for controllers that need to communicate with aircrews. It is unreasonable to expect controllers to day after day wear a face mask while on position that causes distractions and limits the ability to safely conduct air traffic control procedures. There is currently no direction as to when a Controller can remove a face mask in order to promote safety.

## Synopsis

Center Controller reported having difficulty communicating with pilots while wearing a face mask and stated that the requirement to wear face masks causes distractions and limits the ability to safely conduct air traffic control procedures.

ACN: 1794436

## Time / Day

Date : 202103

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.MSL.Single Value : 0

## Environment

Flight Conditions : IMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1794436

Human Factors : Situational Awareness

Human Factors : Physiological - Other

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected : Pre-flight

Result.General : Maintenance Action

Result.General : Flight Cancelled / Delayed

## Assessments



Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Started APU shortly after arrival to cockpit and noticed a dusting of what we thought was debris coming from the ducts. I asked the support crew to get in touch with maintenance to take a look. Me and the crew continued with our duties and at some point we noticed an odor. We felt it must be the COVID spray so we were not alarmed. Spoke with maintenance about the dusting but language was a barrier. Later alerted by the crew that smoke in the supernumerary was getting worse. In the cockpit we had not noticed. Maintenance came into the cockpit and told us to leave and shut down. We vacated immediately.

## Synopsis

Air Carrier Captain reported during pre-flight duties the crew noticed dusting in the air and believed it to be spray for COVID. Captain was told by Maintenance to shut down and vacate the aircraft.

ACN: 1794252

## Time / Day

Date : 202103

## Place

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

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ  
Cabin Lighting : High

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1794252  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Physiological - Other  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

Narrative: 1

I wouldn't mind to serve the passengers with our normal service any other time however with the national crisis still going on and only about 20% vaccination rates. With the new menu option, I feel that it is still too early to provide these options. At first, I noticed even with the menu placard, several people lower down their masks to order their drinks despite the numerous PA about the mask compliance. It is quite distracting and uncomfortable environment to other passengers who are sitting next to them and myself. Few people were chewing their food and talking to me without the mask. The second thing is that more people are traveling which I am happy for however the social distance is impossible already. After serving snacks they immediately remove their masks. By the time I bring my drinks to serve, I am exposed to all these passengers and passengers themselves while they are chewing and talking themselves. The third problem is that more drinks, more contacts. Almost everyone touched my hands when I served the drinks. And immediate contacts with them handing over the drinks, it makes some passengers quite uncomfortable and distracted events for the crews. The fourth problem is that WiFi is inadequate and lots of people ask how or where to find the menu, it may sound simple to do it but it's not something that generally people are familiar with our website and not many frequent fly members on board. It takes lots of crew time and distraction in fact. Lots of crew members are still not having the access of the vaccine yet. I feel that our company put our crews in great danger in our work environment. If we follow the federal guideline, I strongly believe that we are not ready for this, yet. Thank you for your consideration and help in advance. We must vaccinate the crews 100%. I believe it is the upmost important event the company needs to focus on and resume the service we normally do after. This extra menu service, is simple I understand, however it still too early to say we are safe.

## Synopsis

Flight Attendant reported it is too early to expand the inflight service. There are too many passengers with face masks down, talking with masks down, and social distancing issues during the inflight service.

ACN: 1794232

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1794232

Human Factors : Workload

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

Detector.Person : Dispatch

Were Passengers Involved In Event : N

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was made aware that our flight was flagged for a passenger location/count audit. Apparently, we sent two requests via ACARS for a manifest/performance numbers with the location/count of the second one being off from the first. I cannot recall the exact details of this flight but I believe what happened is that I was notified of passengers moving zones due to social distancing. When this happens, I request a manual location/count be completed by the flight attendants to ensure we have accurate zones for the takeoff data. I believe there was a count error that was missed by us or the cabin crew. Although every effort was made to ensure we had accurate zones for departure, we ended up with three extra passengers than what the final location/count included. We were doing our best to ensure we had accurate numbers before block-out and perhaps the final count was overlooked as we were pressured for time. I am often notified of these changes with only minutes to spare before departure, so I feel that letting the passengers move rushes us and exposes errors like this one. While I understand some peoples need to distance on an airplane, I think there should be a cutoff in time before departure for this to be allowed. This creates an unnecessary distraction for the crew, and could create potential discrepancies like this one for the location/count. I think it could easily be explained to a passenger that they are free to move at some point after departure.

## Synopsis

Air Carrier Captain reported an error regarding passenger seating location and took off with an incorrect passenger count.

ACN: 1794158

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 11000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Final Approach

Route In Use : Vectors

Airspace.Class E : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 13736

Experience.Flight Crew.Last 90 Days : 2.13

Experience.Flight Crew.Type : 6494

ASRS Report Number.Accession Number : 1794158

Human Factors : Training / Qualification

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

## Person : 2

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Experience.Flight Crew.Total : 3818.68

Experience.Flight Crew.Last 90 Days : 115.8

Experience.Flight Crew.Type : 3818.68  
ASRS Report Number.Accession Number : 1794154  
Human Factors : Training / Qualification  
Human Factors : Situational Awareness  
Human Factors : Human-Machine Interface

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were cleared approach RNAV Z XXR. I looked at the navigation display and saw a solid unbroken magenta line from our position to the runway. LNAV and VNAV displayed in FMA's. Prior to this we were given delete speeds and at some point, I think we were assigned 210 knots. Weather was clear VMC. We were looking for traffic. At some point traffic was called to us. I did not see the discontinuity at ZZZZZ in the MCDU. Approaching ZZZZZ I felt the plane was not turning to follow the path as it should. I disengaged the autopilot and hand flew the rest of the procedure. ATC asked us if we were turning and then asked if we could land. In the 10 months preceding this incident, I have 18 hours of block time. I have 2 hours of block time in the last 90 days. I was an X type aircraft Captain but was retrained as a First Officer (FO). I have 0 hours as an FO in this aircraft prior to training. My training consisted of one 4-hour sim period and two OE legs. I believe the Captain was just back from a medical issue, had done a short training course and this was his second trip on the line.

## Narrative: 2

Arrival into ZZZ during daytime VFR conditions with excellent visibility. Our FMC was programmed for the arrival as well as the RNAV RNP Z to XXR with the transition at ZZZZZ intersection. Our primary error was that we did not close the FMC discontinuity between the arrival and the approach. The result was that we overflew ZZZZZ1 intersection and corrected immediately after recognizing that we were not turning at the appropriate time. In hindsight it appears that multiple distractions contributed to our failure to remove the discontinuity. The change in speed assignments as well as a request by the Controller to watch for Aircraft Y traffic on a parallel runway and the timing associated with the issuance of our approach clearance. We were able to visually identify the Aircraft Y parallel traffic and kept visual separation. Once established on the extended runway centerline we received TA/RA warnings associated with the proximity of the Aircraft Y on XXL. Also, there was never any indication that our aircraft deviated laterally of the extended runway centerline that would have compromised separation. Immediately after arrival at the gate I called approach control to discuss the late turn on the approach. (I was not asked to call.) I requested to speak with a Supervisor and we had a 5-10 minute discussion. I was told there was "nothing on their end" in the way of a complaint. We also had an additional

discussion about the traffic advisories associated with our approach given the close proximity of parallel traffic. One of the challenges of flying into ZZZ is that we typically are issued our runway assignment, approach, and transition in the latter stage of our arrival. Also, once issued, it seems to be relatively common to be reassigned to yet another runway, approach and transition. It is also common to receive speed modifications on the arrival. We were prepared for the RNAV Z to XXR and per company procedure we had the default arrival transition programmed. In hindsight I believe that if our clearance to fly the approach had come earlier in the arrival phase (when we had less distractions) that we would have been more likely to close the link between the arrival and approach and avoid our error.

## Synopsis

Air carrier flight crew reported a track heading deviation during approach and cited lack of flying as a contributing factor.



ACN: 1794131

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 6000

## Environment

Weather Elements / Visibility : Turbulence

Light : Daylight

Ceiling : CLR

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Corporate

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Descent

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 12900

Experience.Flight Crew.Last 90 Days : 9.7

Experience.Flight Crew.Type : 1124

ASRS Report Number.Accession Number : 1794131

Human Factors : Training / Qualification

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Descending into ZZZ, I was keeping my speed below 250 knots while descending through 10,000 feet using speedbrakes (power at idle). As I was reaching my level off altitude in the descent, I retracted the speedbrakes and the aircraft speed increased to around 258 knots. Upon seeing this excess speed, I re-extended the speedbrakes and slowed the aircraft to below 250 knots. Cause - Not noticing the increasing airspeed was a rusty move on my part, I believe, due to lack of flying over the past few months. To prevent this from occurring again, I'll be more focused on the task at hand when changing configurations.

## Synopsis

Corporate Jet Captain reported exceeding the 250 knot speed restriction below 10,000 feet and cited lack of flying as a contributing factor.

ACN: 1793995

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Nav In Use.Localizer/Glideslope/ILS : Runway XX

Flight Phase : Initial Approach

Airspace.Class D : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1793995

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : FLC complied w / Automation / Advisory  
Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Turning for a 7 to 8 NM final from left base to Runway XX with aircraft configured flaps 20, PF established aircraft on ILS Runway XX GS and LOC for visual approach. PM made a VFR traffic call for an 8 NM final landing Runway XX. Another jet on the ground at ZZZ made multiple calls for a radio check and the PM responded he could hear the jet loud and clear. PF called autopilot off, and request the visual approach for Runway XX in the FMS. The PM entered the Runway XX visual approach into the FMS. PM made a 5 NM final call on CTAF. The jet on the ground informed the PM they were taxiing on Runway XX and would clear the runway prior to aircraft landing and then engaged the PM in a conversation about their inability to contact ATC Clearance. PF called flaps 30 and flaps 45 and slowed the aircraft on speed and Glide Slope. PM read the before landing check and at the LANDING GEAR DOWN call both the PF and PM noted the lack of DOWN 3 GREEN on the display panel and then visually checked the gear handle and noted it was in the up position. This occurred at about 1,100 feet HAT and was follow by the gear horn going off. PF immediately began a go-around and made call outs PM preformed G/A TO actions and traffic calls. The aircraft descended to 900 to 1000 HAT before entering the upwind for Runway XX and performed an uneventful left traffic pattern landing on Runway XX. This was my first day back from a month of leave and my Captain had also recently returned from leave. Rust may have been a factor. Additionally, we were flying at a high altitude airport with terrain at night with no Tower. There was definitely a communication break down and I was tasked saturated and should have let the Captain know I was in the red, and I could have missed the gear call. The final distraction was the jet on the ground taxiing on Runway XX where they should not have been, and fixation on them clearing the runway and engaging in a conversation about contacting ATC to get their IFR clearance was also a factor taking my awareness outside the aircraft. In the future I need to be more aware of my saturation level and communicate this correctly to my captains and avoid engaging in extraneous ground communications with other aircraft. Also, I need to visually and verbally verify my actions and confirm call outs by myself and other pilots regardless if I am PM or PF and verbally verify ambiguous calls or situations.

## Synopsis

Air Carrier First Officer reported an unstabilized approach and cited not using SOPs and missing call outs from the Captain as contributing factors.

ACN: 1793982

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1793982

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

We were with ZZZ Center and I was having trouble understanding the Controller. I told him that he was coming in 3x5. The Controller proceeded to tell me that he had numerous complaints about being hard to understand and the reason was, that he was required to wear a mask while at work. I started thinking about this and realized that I was having trouble with other controllers throughout the country and never made the connection. We never had an issue but the Controller had to repeat himself several times which seemed to clog the radio. Suggestion - Have the controllers not wear face masks that might make their transmission difficult to understand.

## Synopsis

Air carrier Captain reported the ATC Center Controller was difficult to understand because the individual was wearing a required face mask.

ACN: 1793963

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 23800

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Descent

Route In Use.STAR : ZZZZZX

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1793963

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

While descending to FL240 we were cleared to descend via the ZZZZZ X RNAV Arrival. I selected 11,000 feet. Approaching ZZZZZ Intersection I noticed that we were in open descent. I disconnected the autopilot and leveled off at FL238 and then started a climb back to FL240. Cause- While level at FL350 ATC cleared us to FL240 with a restriction to descend below FL310. I selected open descent to meet the restriction. After being cleared to descend via the arrival I did not select the managed mode. I need to increase vigilance when flying with people coming back from leaves for both PF and PM roles.

## Synopsis

Air carrier flying pilot reported an altitude deviation during arrival and cited lack of flying as a contributing factor.



ACN: 1793950

## Time / Day

Date : 202103

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1793950

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : Police / Security Involved

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Approximately 20 minutes after departure I received a call from the Flight Attendant that we had a couple passengers that weren't complying with the mask mandate and asked me to make our announcement reminding passengers of the Federal mask mandate. I made our announcement. Just prior to going through sterile flight deck period the Flight Attendant called again with passenger seat numbers X3 and YX4 and asked me to relay non mask compliance to the station. We made several attempts to contact Operations. After being unable to do so I sent an ACARS to Dispatch notifying them of mask non-compliance and asked them to have a CSR meet the aircraft. Being so close to the destination we elected to continue to the destination. After landing we tried several more times to contact Operations on taxi in and were unable to do so. Upon arriving at the gate the CSR came on board and informed me they had LEOs waiting at the counter and the TSA had been notified but she wasn't sure if they were sending a representative to speak with the passengers. She requested keeping the passengers on board for several minutes, so they could make sure everyone was prepared to receive the passengers. Given the all clear, the passengers disembarked without incident. The Flight Attendant mentioned she made multiple announcements and handed the passengers the information describing the penalties for non-compliance that are included in the packs of masks/alcohol wipes. It sounds like she made every available effort per SOP to have the passengers comply with the mask mandate. As states continue to withdraw mask mandates I foresee this becoming an increasingly widespread issue. I thought the idea of handing the passengers the information card was a very smart idea as seeing this in writing may carry more weight. Perhaps aircraft can be stocked with additional copies of these cards to hand out. Also our current guidance on the mask mandates in the flight crew memo make this policy sound like it is just per company policy. Updated guidance stating that this is a Federal mandate may make it more clear to the passengers that this is a serious federal violation. Every day we see passengers wearing masks that are not allowed on our flights and have to be given masks that meet standards, gate agents policing masks that required standard would also be helpful.

## Synopsis

Air Carrier Captain reported passengers not conforming with face mask policy during flight and had personnel meet the aircraft on arrival.

ACN: 1793948

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 2500

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Climb

Flight Phase : Initial Climb

Airspace.Class C : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1793948

Human Factors : Communication Breakdown

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1793947  
Human Factors : Workload  
Human Factors : Training / Qualification  
Human Factors : Time Pressure  
Human Factors : Human-Machine Interface  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Automation : Aircraft Other Automation  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Briefed low level level off at gate. On taxi out, ship phone rang in cubby hole and I couldn't reach it. Dispatch informed us that we needed to hold on the ground for a maintenance carry over item that would expire before the completion of the mission. We waited ready for takeoff for almost an hour with several updates from Dispatch that sounded like we were going back to the gate. Then suddenly told to go. Briefed again the low level level off while waiting. Took off and did not execute the maneuver as we briefed. Got ATC call to switch to departure control right before ALT CAP. Noticed the FMA was not matching the calls. I switched my eyesight to the FO's hand on MCP. Once correct, I returned to ADI and discovered altitude was approaching 2,500 feet. Corrected pitch to return to 2,000 feet. ATC then assigned us 5,000 feet. No comment was made about the altitude deviation. Cleaned up aircraft, engaged autopilot, no further incidents. Cause - Pilot flying distracted to monitoring. Pilot monitor error in MCP. Pilot proficiency played a role. This was my first flight in 2 months and second in 5 months as pilot flying. Pitched down to correct altitude. FO contacted departure and we got an immediate climb to 5,000 feet. The main thing that sticks out is pilot proficiency.

## Narrative: 2

Briefed low altitude level off thoroughly. While taxiing, received phone call to hold for Maintenance waiver issue that affected later flights. Held for nearly 45 minutes at end of runway. Got the go ahead and proceeded to takeoff. Normal Takeoff until "Alt Cap" called. VNAV was pushed initially then immediately corrected to Speed Mode and set 200 knots. Scanned back to instruments and noticed and called out altitude deviation. Pilot flying corrected immediately. Called departure with no further comments from ATC and rest of flight was uneventful. After MCP operation, noticed altitude deviation. Made deviation call out and pilot flying corrected immediately. Pilot flying became distracted with MCP operation. Pilot monitoring procedural error in MCP operation. Pilot proficiency. Time compression. Aggressively corrected and contacted departure. No comment from them and received immediate climb to 5,000 feet. Pilot proficiency should be maintained/bettered through flight/simulator scheduling efficiency.

## Synopsis

Air carrier flight crew reported an altitude deviation during departure and cited lack of flying as a contributing factor.

ACN: 1793482

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1793482

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

While boarding the ramp manager arrived to the flight deck with a NOTOC regarding 20 KG of dry ice being loaded onto the aircraft. The Ramp Manager informed the Captain that

it was freight containing pharmaceuticals, not a UN3373. She also told the Captain that [this] was not an expedite item. Moments later the Dispatcher sent an ACARS to tell the Captain to verify that the package was an expedite item. The Ramp Manager again confirmed that it was NOT an expedite item. The Captain called the Dispatcher and they discussed that the package was not a expedite medical supply item or an expedite UN3373 and was therefore limited to 2.5KG per package. Because the package was 20 KG the Captain asked that it not be loaded. After swapping aircraft due to an unrelated Maintenance issue, the Captain went to look at the package and noted that it had a handwritten label saying it was the X Company Vaccine. The Captain noted that because it was not an expedite item it was not labeled normally, i.e., it did not state "Contains dangerous goods..." and did not have the dry ice placard. It also had a marking indicating that it contained no dangerous goods. When speaking with the Dispatcher again the Dispatcher told the Captain that we were indeed authorized to carry it citing the national state of emergency due to the pandemic. Captain read the FOM chapter pointing out that it was not an expedite medical supply item and not an expedite UN3373 and should therefore be limited to 2.5 kg of dry ice, but the Dispatcher assured the Captain that we could take it. The Captain confirmed that the package would not be able to fly on any other flight that day. After conferring with Dispatch, and the manager who brought up the NOTOC who confirmed the contents the package was loaded on to the aircraft. There were no further issues. Flight crew and Dispatch worked together to determine if the item was safe for transport. Speaking with Dispatch and the Ramp Manager, it became clear that each party agreed that the 20 kg of dry ice would normally exceed the limit for an individual package that is not an expedite medical supply item or expedite UN3373; it was, however, also agreed that this vaccine shipment was somehow excepted from that normal requirement. The cause would seem to be some confusion as to whether or not freight which is not an expedite item that contained medical supplies, specifically the Vaccine, were allowed. Perhaps a lack of guidelines specific to the transport of the vaccine was a possible cause (if such an exemption from policy exists). The Captain determined after speaking with the individual parties that it would be safe to transport. Better guidance, including up to date flow charts, to help navigate this issue. It is not entirely clear whether a medical supply needs to be an expedite item in order to be exempt from the individual limitations of 2.5 kg. Although both the Captain and the Dispatcher initially thought that it does need to be an expedite item to contain more than 2.5 KG, the chapter in the FOM does not expressly say either way. The exception to the limit of 2.5KG appears to be listed under the expedite item section on the maximum limits page of the FOM, but it then states, "Dry Ice weight may exceed the 2.5 kg (5.5 lbs) limitation, if contained within the UN3373 expedite item or medical shipment." The use of the word "or" may indicate that a medical supply need not be an expedite item even though it is located under the expedite item section. This could use clarification. If a medical shipment can exceed 2.5 KG without being an expedite item, then it should be listed as a separate exception. Similarly, if the medical shipment MUST be an expedite item that should also be clearly stated. If there is some exception due to the pandemic for the COVID vaccine that should be conveyed. The current flow chart contained on our system could stand to be updated. Specially, it lists all limits in pounds, but the NOTOC is in KG, which in itself renders the tool useless. Also, the flow chart ask the question "is dry ice in an expedite item?" This is a yes or no question, but the flow chart only has an option for "YES."

## Synopsis

Air carrier Captain reported a hazardous material documentation issue while attempting to transport a vaccine.

ACN: 1793425

## Time / Day

Date : 202103

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1793425

Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1



Departed ZZZ after an unexpected runway change from Runway X to Runway YL due to high winds. After takeoff I was the PM and the FO was the PF. We were assigned Runway YL ZZZZZ. ZZZZZ1 departure. There was a fair amount of turbulence due to the strong westerly winds flowing over the mountains. On the departure you are supposed to cross the fix ZZZZZ2 below 10,000 feet MSL. We were climbing in VNAV Path and the FO was hand flying. We ended up going thru 10,000 to approximately 10,400 feet MSL due to VNAV not commanding the FD to level off. As the FO who was the PF was returning to 10,000 feet MSL the Controller told us to level off at 10,000 feet MSL, which we were already doing. It was clear and VMC at this time. There were no targets on TCAS and nothing was said about any loss of separation. I immediately rechecked the box to ensure the departure was there and the rest of the altitude constraints were correct, which they were. The flight continued to ZZZZ2 uneventful and nothing else was said by the Controller. Last minute runway change was a contributing factor as we more thoroughly briefed the Runway X departure at the gate. The moderate turbulence on departure affected aircraft controllability and instrument scan. The fact that we departed from a field elevation of XXXX feet MSL and 10,000 feet MSL came a lot quicker than normal (flying from home base). The fact had I recently transitioned to the aircraft and have only flown less than 50 hrs since October 2020 and often go 2-4 weeks without flying. Another contributing factor is my lack of HUD experience and the division of duties when looking thru the HUD but not having any navigational information presented on the HUD. Long sit time in ZZZ Departure airport. Take more time to rebrief a departure after runway change. Emphasize the high field elevation and how much quicker we will be at 10,000 feet MSL than what we are typically used to flying out of ZZZ1. Use the HUD for the takeoff but develop a better scan with the navigational display to enhance situational awareness on a departure procedure. Consider the use of a higher level of automation to reduce workload in turbulent conditions.

## Synopsis

Pilot reported overshooting an altitude on departure and attributed the event to lack of recent flying and poor use of HUD.

ACN: 1793420

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Phase : Taxi

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1793420

Human Factors : Workload

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1792492  
Human Factors : Workload  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Ground Conflict, Critical  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

We pushed off the gate and taxied out to spot XX to switch to ground. Upon reaching the spot, we contacted ground a minimum of 6 times and sat for more than 5 minutes before finally getting a response. We had planned for runway XXL but were given XY which was unusual for a northbound departure out of ZZZ. We were told to taxi 1, 2 and to give way to company traffic which was passing right to left on [Taxiway] 1. Once the traffic had passed, we made the left turn onto 1 and I announced to the Captain that I was going heads down to change the runways. I changed the runway on the route page and it did not uplink so I glanced at the iPad for a quick check of the numbers. During that quick look, movement caught my eye out of the rear right window and I turned to see another aircraft quickly approaching the Captain's blind spot on either [Taxiway] 3 or 4. I alerted the Captain of the traffic and he aggressively applied the brakes and stopped the aircraft prior to the intersection. The other aircraft taxied past without noticeably altering its speed and we continued taxing once clear. I am confident that both aircraft would have experienced a fuselage to fuselage collision had we not noticed the traffic at the precise moment that we did. Ground controllers were busy and weather was in the area. I don't know where the other aircraft came from but we were never given any reference to the traffic or hold short instructions. Additional staff working the ground frequency for that particularly busy bank in ZZZ. Also, make crews aware that when two taxiways intersect at less than a 90 degree angle on the right side, there is a significant blind spot for the captain which makes checking for traffic very difficult.

## Narrative: 2

We were cleared to taxi to runway XX from spot XX via [Taxiways] 1 and 2. The airport had just reopened after being closed for weather. Controllers were swamped trying to give

clearances and deal with multiple aircraft. We were not advised of approaching aircraft nor were we issued hold short instructions. Another aircraft was approaching the [taxiways] 1 and 2 intersection on [Taxiway] 2 while we were approaching on [Taxiway] 1. They were coming from our right rear at a 45 very fast. My FO (First Officer) saw him first as he broke into his field of vision he alerted me. I applied mildly aggressive braking to stop while the other aircraft showed no signs of slowing down. If I had not been alerted or even alerted 2 seconds later there would have been a collision in the intersection. It was a dangerous near miss that even after the fact neither ground nor the other aircraft seemed aware of. I contacted ground and told them it was near miss. Airports are starting to get busy again but I feel controllers and pilots are not as current as we were. Someone should have caught this before it happened. Ground is going to have to step up their game if airlines are adding flights to ZZZ. You can't be giving clearances on ground frequency when you are already overloaded. That's crazy.

## Synopsis

Air Carrier flight crew reported a critical ground conflict occurred during taxi out and stated they were not advised by Ground Control of the approaching aircraft.

ACN: 1793331

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Route In Use : Vectors

Airspace.Class B : ZZZ

## Person

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Departure

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 4

ASRS Report Number.Accession Number : 1793331

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Aircraft X was inbound to land Runway XXL. When I issued a turn northbound the pilot questioned the heading. The session is muffled during replay due to the requirement of wearing mask. This creates an undue safety issue when each transmission is time dependent. Since all of our positions are separated by more than 6 feet that mask [should] not be required when working position unless it is an associated hand-off.

## Synopsis

TRACON Controller reported a pilot questioned a heading clearance and cited a possible muffled transmission due to wearing a face mask as a factor.

ACN: 1793301

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Transport, Low Wing, 2 Turboprop Eng

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Final Approach

Airspace.Class D : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Mission.Other

Flight Phase.Other

Airspace.Class D : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 3350

Experience.Flight Crew.Last 90 Days : 2

Experience.Flight Crew.Type : 2200

ASRS Report Number.Accession Number : 1793301

Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Runway XX at ZZZ is through a valley, runway is not always visible when turning final. I was given an extended downwind by maybe 3 miles because of a small aircraft. I missed the turn from base and continued and turned north of the final. Tower asked me where I was as I was off course. I said I did not have visual on the airport. He gave me instructions for reposition, I was slow to follow course correction as I was low, slow climbing stopped the turn. I then asked for [Runway] YY which had better visibility, but I couldn't find that either from where I was. Weather was clear and unrestricted visibility, but area was covered in snow. (not runways or roads). From not making [Runway] YY I got a visual on [Runway] XX which was main landing runway due to winds (3,200 feet, vs 4,400 for [Runway] YY) asked for that. This caused backup of other traffic and then one aircraft in pattern didn't comply with controller's request for heading information. Controller started yelling at him for non-compliance (after yelling at me several times). Unpleasant situation, stressful, tried to remain calm. He gave an instruction on a heading which I was slow to comply in part because there was an aircraft above me in the direction of the turn. I mentioned it to the Controller and he said it was 1,000 feet above me. After I acquired a visual on [Runway] XX and the Controller positioned me and cleared me to land, I landed without incident. I hadn't flown since November due to winter and the pandemic. I was planning on going to ZZZ1 for the day, but decided against it due to lack of recency and stayed local and went to a local airport just to do some VFR practice approaches. All was OK until I turned base to [Runway] XX. I have MS flight simulator 2020 and recreated and solved the issue. Extended center line on Foreflight I think will solve the problem, I'll go back to ZZZ tomorrow and shoot some low visual approaches to see if there is an altitude and distance in which I can see the airport, runway or the valley better with the Foreflight extended center line which I believe will solve the problem for me. Main factor probably was lack of recency due to winter and pandemic. Normally I try to get up every couple weeks at least, but haven't done so since the pandemic and winter.

## Synopsis

Pilot reported not having flown in a while, having difficulty finding an airport, and having issues with ATC.



ACN: 1793152

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Altitude.MSL.Single Value : 3400

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Descent

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1793152

Human Factors : Workload

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1793151

Human Factors : Workload

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

This was the first leg of a 3-day trip and my 2nd trip in several months. I had not flown in several months due to COVID scheduling (but I have remained current with a PC simulator). I was having difficulty in clearly hearing ATC and through the interphone in flight. I was the pilot flying at the time of the event. My First Officer has been enduring a highly antagonistic situation in the home life, which may have found its way to the flight deck, creating an unanticipated stressor. My First Officer was distressed over these interactions, resulting in a secondary distraction. On approach, my First Officer (the pilot not flying) believed we were issued a clearance down to 2,400 feet and read back the misunderstood altitude of 2,400 feet. I did not catch the altitude clearance. Descending below 3,400 feet, ATC advised us of a low Altitude Alert and informed us that we were meant to be at 3,400 feet. We apologized and explained it was a misheard clearance. ATC asked us to climb back up to 3,400 feet and advised us we were still cleared for the approach. We complied and continued without incident. We discussed as a crew the intention to submit a report that evening. Being a bit rusty on operating in the physical environment and with the remainder of a 3-day to focus on (including a line check), I inadvertently forgot to write the report. After our first 2 legs, I was scheduled to split from my First Officer to fly with a line check pilot (per my request prior to the trip) out of an abundance of caution, due to being out of the physical environment for so long. It may be because we were no longer operating together that my First Officer and I forgot to submit our reports in a timely fashion (without having each other as a reminder). My job as a Captain is to ensure the aircraft is flown in a safe manner and that we comply with ATC instructions. The responsibility comes down to me to maintain total situational awareness in all phases of flight. I became inadvertently disconnected from the communications loop as pilot flying. This resulted in a breakdown of a good multi-crew concept, as well as an unsafe situation and unintentional deviation from ATC instruction. I must remain more diligent and vigilant as a crew member in all aspects of flight, regardless of assigned duty in order to maintain safe and compliant operation. It is also imperative that I participate in SMS in a timely manner, consistent with company standards. To be an effective team leader, it is also my duty to ensure my crew members take part in SMS. This can only enhance safety for our colleagues and industry as a whole. It was never my intention to neglect to submit a report, but unfortunately it was mistakenly forgotten. I should make reminders for myself to stay on task with necessary reports. In the future I may find it helpful to set reminders in my phone whenever issues like this arise.

## Narrative: 2

On approach to land, as the First Officer and PM for the leg, I responded to ATC's instruction to descend to 2,400 feet. My Captain did verify with me the altitude to descend too, since Captain had not heard it clearly. I advised that the assigned altitude was 2,400 feet. It wasn't until we were descending below 3,400 feet that ATC checked in and advised that we were to level off at 3,400 feet. We did proceed to climb back to 3,400 feet and continued the approach to land. The altitude of 2,400 feet was above the FAF altitude and ATC did not correct me when I replied to ATC with the confirmation to descend to 2,400 feet. It was then that, with the 2,400 foot altitude assignment being a bit lower than expected, even though ATC had not corrected me when I responded with a 2,400 foot altitude assignment, I should have verified the altitude assignment. In the future, as a First Officer and soon to be Captain, I will be more vigilant with all procedures and in the interest of safety and full compliance, verify that all direction and communications are clear, concise and without question. If this is ever in doubt, I will take full responsibility and take all steps necessary to ensure a safe and compliant flight.

## Synopsis

Air Carrier flight crew reported an altitude deviation due to a misunderstanding of ATC instructions. The crew cited lack of flying as a contributing factor.

ACN: 1793055

## Time / Day

Date : 202103

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Safety Related Duties

Cabin Activity : Deplaning

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1793055

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Communication Breakdown

Human Factors : Other / Unknown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Cleaners in ZZZ are not following policy for waiting for all passengers to leave aircraft before they board to clean, and not following crew instructions to remain off the aircraft. Cleaners must wait for all passengers to deplane prior to boarding the aircraft. Cleaners in ZZZ are aggressively pushing their way into the forward galley to remove trash from the carts during the deplaning process. This impedes the flow of deplaning passengers and obstructs the ability of flight attendants to manage the flow of passengers and maintain door and safety compliance. Cleaners are insisting that flight attendants leave the galley area so they can work, they say operations has told them to move the crew to accomplish the cleaning task. Allowing cleaners to pull carts and trash while flight attendants and passengers are deplaning creates safety hazards (bumps, trips, and impacts from trash removal) and does not allow for safe social distancing as per company policy. Cleaners also leave bags on the floor posing a trip hazard for crew and passengers deplaning, as I was deplaning a cleaner had left a gray cleaning tote below a jump-seat and I tripped over it falling into the bulkhead.

## Synopsis

Flight Attendant reported the aircraft cleaners are not adhering to the social distancing policy.

ACN: 1792823

## Time / Day

Date : 202102

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1792823

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Other / Unknown

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Ramp

Detector.Person : Ground Personnel

When Detected : Taxi

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Taxiing to Z10 in the Z concourse at ZZZ we entered the ramp area without checking in with Ramp Control due to our confusion with ground clearances instructions. We were waiting on Y Taxiway to taxi to our gate and instructed by Ground Control to "follow an aircraft ahead into West (the ramp area leading to our gate)." Usually these instructions are followed by "contact Ramp Control." However today we did not get those instructions. We followed preceding aircraft into West. I stopped on the north taxi lane without pulling into our gate and instructed my FO to check in with Ramp Control to make sure we were cleared in. They in turn informed us that we needed to get clearance to enter the ramp and "that Company A has been entering the ramp without clearance all week." Hopefully this report will stop a clearly recurring problem. Maybe our confusion with ground controls clearance isn't only unique to us. We operate at many airports with Ramp Control and I can attest that there are standard instructions that we as pilots look for as cues such as being told to "contact ramp control" before entering ramp. Compounding my confusion is the non-standard operations at airports because of COVID where air traffic is down, and Ramp Control has been frequently out of service. I thought I did the right thing by stopping to query my instructions. I admit I'm still getting used to the Z concourse procedures at ZZZ having operated at ZZZ even before all the construction. I should have queried earlier right at the boundary of the ramp and relayed the instructions I was following. Also, we observed another Company A aircraft read back the wrong instructions going into the West Ramp Control. They were told to taxi Y to West. The pilots read back "taxi to the gate." Which is incorrect because they were told to taxi to the ramp area not straight to the gate. Not sure if they were able to follow the instructions correctly. I'm more aware and learned from this experience and will be more vigilant going into ZZZ in the future.

## Synopsis

Air carrier Captain reported entering the ramp without contacting ramp control and cited as contributing a confusing clearance and non-standard operations at airports where ramp control is frequently out of service due to COVID-19.

ACN: 1792640

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 33000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 16

ASRS Report Number.Accession Number : 1792640

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance



Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

I was working Sector X combined with Sector Y when I gave Aircraft X a descent clearance to FL300. I saw that Aircraft Y was potential traffic and though I had time to get back to monitoring the separation. I got caught up with other duties. The Controller at Sector Z mentioned that I may want to watch the Aircraft X and Aircraft Y. When I looked back I increased the descent rate on Aircraft X through FL310 and turned Aircraft Y 20 degrees left. I forgot the Aircraft X turned slightly west at ZZZ VOR. I should have given the Aircraft X a crossing restriction at ZZZ1 [VOR] and anticipated the turn to ZZZ [Airport] after ZZZ1 [VOR]. We are working very short in our area and having to keep sectors combined due to COVID-19 eliminating half our crew including our Supervisor. We now must run CIC and control and train. Get controllers vaccine shots so we can work together again and be back on a regular schedule so we can get used to busy sessions again.

## Synopsis

Center Controller reported an airborne conflict and cited staffing issues due to COVID-19 as a contributing factor.

ACN: 1792566

## Time / Day

Date : 202103

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1792566

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I had been furloughed and haven't worked the last 5 months. I got my first reserve trip as no 4. I worked my first leg, we were full to the capacity. It was hectic. When I was boarding my next leg, I realized I had not done exit row briefing on my first leg. I did

everything I was supposed to, and absolutely have the knowledge of procedure, but having been out of work for 5 months, and working full flight with lots of bags, I think it slipped my mind. I regret forgetting exit row briefing. Had never happened and will never happen again.

## Synopsis

Flight Attendant reported forgetting to brief the exit row and cited not flying for five months as a contributing factor.

ACN: 1792508

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 9000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Initial Approach

Route In Use : Direct

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Phase : Initial Approach

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1792508

Human Factors : Workload

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Flight Crew : Overrode Automation  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

We were being vectored to final for the visual to Runway XXR in ZZZ. Descending out of 9,000 feet in the right downwind of the ZZZZZ arrival we were then given a vector "Turn right heading 030, descend and maintain 7,000 feet." It was clear that the Controller was very busy and was working approach for three parallel landing runways with many inbound flights that morning. Our next instructions were, "Turn right heading 090." Shortly after the turn to the east we were assigned, "Turn right heading 150 to join the [Runway] XXR LOC." This last instruction was given a minute too late. It was already apparent that we were going to fly through the final approach course with parallel traffic joining up for [Runway] XXL. The Captain had been saying prior to this, "Controller needs to give us the turn... Controller needs to turn us already... we are going to fly through final." Sure enough the turn was way too late and the aircraft automation was too slow to make the tight turn. The Captain immediately informed ATC that the vector was issued too late and that we would be flying through the final approach course and correcting west bound to rejoin. I disengaged the autopilot as the automation was not reacting fast enough to recapture the final approach course. ATC then issued us a 190 heading to rejoin the localizer and a traffic advisory to the aircraft that was flying the parallel, saying we were at their 3 o'clock same altitude and correcting west to rejoin [Runway] XXR LOC. Just seconds after the heading to rejoin was issued (We were already in the turn at this time) a TCAS Traffic Advisory went off due to the proximity of the aircraft on the [Runway] XXL parallel visual. Nothing further happened from this event. We were able to rejoin the [Runway] XXR LOC maintain 7000 feet until descent for landing was necessary and we completed a stabilized approach to landing. The cause of this event was due to task saturation for the Air Traffic Controller. Controller was working one approach frequency with dozens of aircraft needing vectors to final for the triple parallel visuals landing south at ZZZ. The automation lag didn't help when trying to join the LOC with the last second instructions however that was mostly mitigated by disconnecting the autopilot and hand flying a more abrupt turn to re-intercept and avoid further deviation. As a pilot (and never having been in to see a behind the scenes look at an ATC approach facility) I cannot tell you exactly what was going on or any, if at all, distractions may have existed behind the microphone at ZZZ Approach that morning. However, I can tell you based on my perception that the controller was talking non-stop with zero breaks between Controller and aircraft transmission and that Controller may have been overloaded during this event.

## Synopsis

Air carrier First Officer reported the ATC Approach Controller seemed overloaded with arriving aircraft and gave the heading change for localizer intercept too late.

ACN: 1792417

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.MSL.Single Value : 4800

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 3050

Experience.Flight Crew.Last 90 Days : 74

Experience.Flight Crew.Type : 3050

ASRS Report Number.Accession Number : 1792417

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Deviation - Altitude : Undershoot

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Landed As Precaution  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

This was me and the First Officer's first flight together. He hadn't had a landing for approximately a month and hadn't been flying a lot recently. It was a beautiful day in ZZZ and we were cleared for the visual to XXL at about 7,000 MSL. We were established on the localizer as a backup and had the runway in sight holding around 210 knots. Approach control handed us off to tower and I checked in. We were cleared to land and told that there would be fighters departing out of ZZZ1, but they would stay below us. The First Officer started too slow and I extended flaps to 2. I started searching for the fighters and saw 2 of them takeoff. I keep my eyes on them to make sure we were clear. First Officer called for the gear and I extended it. I noticed we were still at flaps 2 and we were too fast for flaps 3. We were inside the FAF by this point and it was going to be close for a stabilized approach. The first officer had previously selected the approach mode and we were on course about 300 feet high on the glide path and fast so not correcting. I noticed the power on the engine instruments was not at idle which was strange because we had the approach selected in managed speed and the speed tape showed the target speed well below our current speed. I pointed the power setting out to the first officer and it was also confusing to him why the power was still up. We got to flaps 3 around 1,000 AGL and were still high on the glide path. We leveled off a little to get the flaps to full and then started to correct to glidepath. When we got to 500 feet we were still a good 200 feet high and 15-20 knots above our target speed. The First Officer asked me if I wanted him to go around. There was no traffic and the runway is 2 miles long so I said to continue. We ended up touching down at target speed well within the touchdown zone and cleared the runway. After getting to the gate and shutting down the engines we debriefed the approach. The First Officer said that all along he thought he was setting himself up nicely for the approach and thought it would work. I agreed and then I took myself out of the SA loop when I started searching for the fighters and didn't pay close enough attention to our energy status. When I finally did get back into it I wasn't forceful enough to help. When I pointed out the engines not being at idle I assumed he would disconnect the auto thrust and put the throttles at idle. When he didn't I should have told him too and that alone would have probably made us stable as there was still some time. At any rate I didn't and we were clearly unstable and we both knew it. The only correct option was to execute a go-around. Fuel was not an issue as we ended up landing with 6,500 pounds. I told him that I should have told him to go-around but he should have just executed a go-around without asking. That is the procedure. You don't need permission from the other pilot and permission not to go-around is still wrong anyway. We agreed that the biggest factor that got us going down this path in the first place was his recency of experience and that in order to fix that he should in the immediate future at least, slow down and configure earlier than he thinks he needs to. Going back to our departure briefing I should have taken the first leg anyway since I knew he hadn't flown in a while. This way he could have eased back into it.

## Synopsis

Air carrier Captain reported landing after an unstable approach when they should have gone around.



ACN: 1792375

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : HOU.Airport

State Reference : TX

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : HOU

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1792375

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

This is a General Safety concern. No faults were committed by myself or the Captain. HOU ATC is constantly running 1 frequency to work Tower and Ground Control. This is causing an unsafe level of radio congestion. We could not get a push call in without blocking other aircraft or being blocked ourselves. Finally, once pushed, we had difficulty obtaining a taxi clearance. We finally were told to taxi and hold short of 13L. As we were holding short, we noted several aircraft attempting to push, taxi to and from runways, and obtain landing clearances. We noticed one corporate aircraft that could not obtain a landing clearance until short final, despite multiple attempts on their part, with no answer from Tower. HOU is a complex airport with multiple crossing runways, multiple taxi routes utilized, while also crossing runways. HOU ATC has been utilizing a single Controller for Ground and Tower Ops for most of the last 12 months, since the start of the slow down in air traffic. While this may have worked in the early days of this pandemic, it has turned into its own form of danger as air traffic has steadily increased, especially with the onset of Spring Break travel. I believe I am not alone in my concern that this could cause a serious incident at HOU, as there is no way a single Controller can safely manage traffic on the ground and in the air. I have been to far less complex, and less busy airports that utilize designated Ground and Tower Controllers. Please see to it, that this is not allowed to continue any longer. It poses a danger to our aircraft and our customers.

## Synopsis

Air carrier First Officer reported not being able to communicate with ATC due to Controller working Tower and Ground Control combined at HOU airport.

ACN: 1792085

## Time / Day

Date : 202103

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Takeoff / Launch

Route In Use : Direct

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1792085

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1792095  
Human Factors : Workload  
Human Factors : Troubleshooting  
Human Factors : Training / Qualification  
Human Factors : Human-Machine Interface  
Human Factors : Confusion  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Automation : Aircraft Other Automation  
Detector.Person : Flight Crew  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We setup pre-flight like normal for Runway XX. No takeoff data for Runway YY. After push off the gate we were assigned Runway YY for departure. Before starting we got the data from ACARS for Runway YY. We took our time and entered it in the box. Then briefed the engine out for Runway YY. Since not flying much in the last year I tried to be helpful by entering data on the performance page since I was PF. I took extra caution to confirm the flap setting going to flaps 2 for Runway YY from flaps 1 for Runway XX which was setup in pre-flight and briefed. After starting engines we did flight controls prior to moving since it was a short taxi. Then we completed the before takeoff checklist to the line. Upon reaching Runway YY we were running the before takeoff checklist below the line when I saw we still had Runway XX selected. After noticing that the tower cleared us for takeoff. The First officer changed the runway and we finished the checklist. After taking the runway when I selected flex there was a pause then an ECAM for thrust not being in the detent. I looked down trying to adjust thinking it was set and only just slightly out of the detent. Upon realizing something wasn't right by not getting set power went TOGA as FO also called TOGA and continued as per training and AOM. Not flying much during the pandemic. Even taking our time when things got out of sequence trapping one error not realizing there was more to do. I have been through the training on this exact scenario and thought how could this happen. Well it was incredibly humbling getting lead down the path and once you realize it it's already happened. We literally caught the error during the before takeoff checklist and thinking since we trapped the error during the checklist and completed it that we were ready. Flying more. Any interrupt in the checklist EVEN if you literally trap the error during the checklist start over. Once you trap one error stop and take a minute to regroup then rerun the checklist. Don't think since you fixed it while running the checklist you are done.

## Narrative: 2

We entered Runway XX into the FMS since we had no takeoff data information about Runway YY. Upon push back, ATC suggested Runway YY was preferred for the winds. I

sent a request for data through ACARS. As a crew we entered the new data into the performance page and reviewed the engine out departure for Runway YY. The Captain decided to start both engines and preform the before takeoff checklist to the line prior to taxi so that I would not be task saturated on the short taxi out. As we proceeded to taxi and complete the checklist below the line, the Captain saw that the correct runway was not in the FMS. I corrected the runway and we continued to finish the checklist. When cleared for takeoff the Captain set the thrust levers in the flex detent, we received an ECAM stating the thrust was not in the detent. The Captain, as well as I thought that possibly the levers were not properly placed in the detent. When I realized something was not quite right I called for TOGA and the Captain immediately pushed the thrust to TOGA. After being off for almost a year myself and the Captain not flying much on reserve as well as taking leaves was a large factor. Though we caught one error with the checklist we did not follow through and catch the other. I have had this very scenario in my first simulator about 2 years ago and still fell down the path. We should have restarted the checklist from the top once we saw that there was any incorrect information in the FMS. Follow our training! Try to stay current as best as possible. We worked as a crew and had a good outcome, it would've been an even better one had we just redone the checklist.

## Synopsis

Air Carrier flight crew reported they did not follow SOP's for an existing aircraft condition and continued the takeoff.

ACN: 1792083

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Component

Aircraft Component : Pneumatic Valve/Bleed Valve

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1792083

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Situational Awareness

Human Factors : Training / Qualification

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1792096

Human Factors : Workload  
Human Factors : Training / Qualification  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Automation : Aircraft Other Automation  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : Maintenance Action  
Result.General : Flight Cancelled / Delayed  
Result.Flight Crew : Returned To Gate  
Result.Flight Crew : Rejected Takeoff

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Cleared for takeoff on Runway XXR at ZZZ. XX passengers. Aircraft GW about 125,000 lbs. Aircraft accelerated normally using auto-throttles. At about 80 knots, the Right Bleed Trip Off light illuminated. I immediately began the rejected take off procedure. The airspeed may have gotten as high as 90 knots before spoilers and brakes began to decelerate. The aircraft slowed to taxi speed, we turned off at the first taxiway, and returned to the gate. No secondary indications or warning lights. No indication of hot brakes. Recency may have been a minor factor. I had only flown once in the last 30 days. Maybe I could have begun the rejected take off even sooner if I had flown more recently and more often. Still, I think my reaction was pretty good. I believe my decision to abort was a good one. Recency could have been an issue. As soon as I saw the light, I checked the airspeed at 80 and decided to abort. Maybe if I had been flying more regularly, I could have caught the light and reacted even sooner. At any rate, the aircraft GW was 125,000, the deceleration was controlled, and another aircraft was immediately available.

## Narrative: 2

Cleared for takeoff. Everything normal and as I said the 80 knots call we got an amber light. Captain asked what have we got, I responded with amber bleed trip light. He elected to reject at approximately 85-95 knots. Cleared runway at A taxiway . Technically speaking, we were just above 80 knots and should have continued but the Captain elected to reject the takeoff. We both discussed it at the gate and both agree that a lack of recent consistent flying may have caused "quick trigger." We could have done another quick reject/departure brief holding short to emphasize what reject procedures are.

## Synopsis

Air Carrier flight crew reported the Right Bleed Trip Off light illuminated during takeoff roll resulting in a rejected takeoff.

ACN: 1791930

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : Marginal

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Parked

## Component

Aircraft Component : Cargo Door

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1791930

Human Factors : Distraction

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain



Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1791934  
Human Factors : Fatigue  
Human Factors : Distraction  
Human Factors : Physiological - Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Diverted

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During brief, maintenance write up for "Cargo Door" caution had been reported with no prior pressurization issues and MEL issued. This was an additional threat to monitor for. Upon departure, we received a "cargo door" caution message, and noted the pressurization was indicating decreasing cabin pressure. The QRH procedure was called for and ran. Due to fluctuating pressurization indications, it was decided to divert to ZZZ1 for further investigation into the issue. In my opinion, this event was caused in part due to lack of recent currency as both pilots had been on COVID leave. More important though was lack of threat and error management which led to rushing the QRH procedure. This was a time threat and there was ample opportunity to slow down and evaluate the condition. During the departure phase, there was some task saturation with multiple contacts with ATC and normal checklists procedures. In the future, I need to be more aware of my fellow crew member's task saturation condition level and be pro-active to verbalize when we need to make time and slow things down to avoid rushing through abnormal procedures. Knowing the history of the maintenance issue, we should have completed the departure phase of the flight, requested to level off at 10,000 feet to reduce the workload, and run the QRH at that time. Then, evaluate the condition and determine the best course of action.

## Narrative: 2

During the departure briefing I mentioned to the First Officer that we needed to have the Cargo Door checked by ground personnel prior to departure per deferral and failed to do so. I have had this same deferral several times before and was overconfident with the knowledge that nothing has happened since the initial write up. I have been out on COVID leave since December. This was my 1st flight back online. I did not sleep well the night before, I ate something that did not agree well with me for a late lunch the previous day. I was borderline wanting to call in fatigued but thought how bad it would look after 30 hours at the hotel. Don't eat tainted food. Get better rest. Have some sort of reminder to make sure the deferral requirements are met before departure.

## Synopsis

Air carrier flight crew reported not checking a cargo door that had a MEL on it due to a distraction before departing resulting in a divert.

ACN: 1791906

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 13000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1791906

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

We momentarily exceeded the max altitude of 13,000 feet at ZZZZ [Intersection]. Upon realizing this, we quickly returned to 13,000 feet as per the departure. The Captain was hand flying the departure, which was new to both of us. In hindsight, because we were both unfamiliar with the departure, it should have been on autopilot for reduced workload. He had also been off for several months, and I had just returned from a week of vacation.

We could have verbalized the new departure as at least a minor risk factor and made an initial decision to engage the autopilot sooner after takeoff.

## Synopsis

Air carrier First Officer reported exceeding the maximum altitude at an intersection during climbout.

ACN: 1791799

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Flight Phase : Cruise

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Plan : VFR

Flight Phase : Cruise

## Aircraft : 3

Reference : Z

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Flight Phase : Cruise

## Aircraft : 4

Reference : A

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : FBO

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Flight Plan : VFR

Mission : Training

Flight Phase : Initial Approach

## Aircraft : 5

Reference : B

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Plan : IFR  
Flight Phase : Climb

## Person

Reporter Organization : Government  
Function.Air Traffic Control : Departure  
Function.Air Traffic Control : Approach  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 2  
ASRS Report Number.Accession Number : 1791799  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Human Factors : Distraction  
Human Factors : Human-Machine Interface  
Human Factors : Workload  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

The staffing has been really poor. We have taken a few hits because of people being out with coronavirus or close contact. I just wanna say on Day X that I worked a X AM to Y PM shift and that was the beginning of my week. It was tough to get caught up from the fatigue of that for a shift in the very first part of my week. Also, I have worked X weeks in a row with only a single day off. I took a handoff Aircraft X IFR from ZZZ [Center] (X SECTOR) at 4,000 destined ZZZ [Airport]. Airspace configuration was north based on ZZZ1 [Airport] international traffic. This required me to vector Aircraft X around the ZZZ1 [Airport] Final Box. I did so. Because of the staffing we were told or encouraged to not work VFR overflights or VFR practice approaches that day. I don't know if that word was past two adjacent facilities, But I was trying to eliminate as much of the VFR traffic as I could by terminating them whenever they checked on from other facilities or by denying services. ZZZ [Center] (Y SECTOR) handed off Aircraft Y, VFR at 4,500, but the pilot never checked in. I had to call ZZZ [Center] (Y SECTOR) and ask for communications. I had no intention of working Aircraft Y. I wanted to be able to communicate with the pilot to terminate Flight Following in order to concentrate on other tasks. I had the Flight Data controller remove Aircraft Y from the NAS. While I'm doing this, a couple of things happened at or about the same time. Aircraft Z checked on the frequency and was in the ZZZ1 [Airport] Final Box under the Class Bravo Airspace. Aircraft Z requested clearance

into the Class Bravo airspace and to navigate VFR to a hospital that I hadn't heard of and was not mapped. I was trying to determine where exactly the hospital was. At or about that same time I had an aircraft (Aircraft A) check on my frequency (the wrong frequency), wanting clearance into the Class Charlie airspace at ZZZ2 [Airport] for closed traffic. Aircraft A should have made the request on ZZZ1 [TRACON] frequency XYZ.Y. I looked over to my left and the ZZZ1 [TRACON] Controller looked and sounded busy so I decided to accommodate Aircraft A and then point out Aircraft A to the ZZZ1 [TRACON] Controller. I issued all of the instructions for Aircraft A. I also accomplished all of the coordination for the Aircraft Z with the Final Controller. When I finally get Aircraft Y on frequency I told him I was too busy to accommodate VFR flight following, told him squawk VFR and radar service terminated. At some point I drop the track on the wrong aircraft. I drop the track on Aircraft X IFR to ZZZ [Airport]. I'm shocked that I did not realize that I dropped the track on the wrong flight, but for whatever reason I did not. I'm pretty sure I was pretty tired by this point. My previous session in the day ran almost 2 hours, during which I took an absolute pounding. I am further shocked that at no time in the session did I realize and correct my mistake. Later in the session I took the hand off on Aircraft B from ZZZ1 [TRACON] Y Sector. Aircraft B was requesting 6,000. Departure 3 & 4 were being worked by one controller, who was probably the busiest controller in the room. I decided to give Aircraft B, 4,000 as a final altitude. Aircraft B was now IFR at 4,000 southwest bound and on a converging course with Aircraft X. I don't remember the destination for Aircraft B. Aircraft X is tracking pretty much direct ZZZ [Airport] I don't remember if I had given them direct or not. I noticed Aircraft B was converging with limited target at 4,000, which was Aircraft X. I called the traffic to Aircraft X. Seeing the conflict I decided to climb Aircraft B to 5,000. I don't recall if Aircraft B ever called the traffic in sight, but I know, after watching the replay that I never had more than 500 feet separation between the two flights. Still not realizing my mistake, Aircraft X calls ZZZ [Airport] in sight. I ask who he is and where he came from. Not one of my better moments. At some point, I began to remember Aircraft X and I start the track on the flight, make the appropriate entries in the scratch pad, coordinate with the ZZZ1 [TRACON] Y Sector Controller for landing ZZZ [Airport], inbound the flight to the Tower, and cleared Aircraft X for the visual approach to ZZZ [Airport]. I know this recommendation will be laughed out of the office, however it would be terrific if the terminal world had a version of EDST [En-route Decision Support Tool] along with a monitor/terminal to view and amend flight data at your position. This technological implementation is frankly overdue and it is a genuine travesty that we don't have it.

## Synopsis

TRACON Controller reported numerous issues while working traffic and problems associated with the workload and staffing.

ACN: 1791669

## Time / Day

Date : 202103

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 11700

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class B : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1791669

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Confusion

## Person : 2

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

ASRS Report Number.Accession Number : 1791670

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

When Detected : In-flight



Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During ZZZZZX arrival into ZZZ descended to 12,000 at ZZZZZ. Prematurely started descending to ZZZZZ1 (11,000) before reaching ZZZZZ2. ATC deleted speeds, was a little preoccupied checking speed, making sure I did not have a speed deviation. First flight in almost three months. I need better situational awareness.

## Narrative: 2

ZZZZZX Arrival; After we leveled off at 12,000 feet at ZZZZZ, the FO set next altitude of 11,000 feet for ZZZZZ1 with confirmation. Approach Control notified us of a new ATIS. During our level off at 12,000 feet I copied the new ATIS. I looked up at the PFD and noticed we had vacated 12,000 feet prior to ZZZZZ2, and shortly after crossed ZZZZZ2. [Suggest a] digital ATIS.

## Synopsis

Air carrier flight crew reported not making a crossing restriction during arrival.

ACN: 1791396

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Departure

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 2

ASRS Report Number.Accession Number : 1791396

Human Factors : Confusion

Human Factors : Physiological - Other

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Air Traffic Control

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

We recently received a mandate to wear masks on position and I have been complying with that, however the masks cause my glasses to fog up. This is a problem with all the FAA issued masks, and the disposable masks. There are no masks that don't cause my glasses to fog up. I have tried the tape tricks and all the bending and positioning tricks that I can think of and my glasses still fog up. Since the FAA has mandated this, it has been a problem. Essentially, the FAA is asking me to void my medical every time I am on position. If I do not wear my glasses, my medical is invalid. Having fogged up glasses is like not wearing them at all, as far as vision goes. Allow us to take our masks off on position. That would fix the problem.

## Synopsis

TRACON Controller reported wearing an FAA mandated face mask is fogging up the Controller's glasses. Reporter cannot remove glasses due to FAA Physical requirements.

ACN: 1791392

## Time / Day

Date : 202103

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : IFR

Flight Phase : Descent

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : IFR

Flight Phase : Descent

Airspace.Class E : ZZZ

## Person

Reporter Organization : Government

Function.Air Traffic Control : Departure

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 10

ASRS Report Number.Accession Number : 1791392

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I had to repeat control instructions because the pilot didn't understand what I said because I'm wearing a mask while controlling aircraft. Wearing masks while working traffic is not safe. I thought we were for safety first. The positions are socially distanced so requiring us to wear masks in addition is not safe, nor is it necessary for the health of others. This mandate is not following the science and is unsafe for the control of air traffic.

## Synopsis

TRACON Controller reported having to repeat transmissions to pilots because they could not understand the instructions, due to reporter wearing a face mask.

ACN: 1791338

## Time / Day

Date : 202103

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1791338

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Upon door closure Flight Attendant Y came up to me and informed me she was having problems with a passenger who is refusing to put his mask on. I told her I would go to the back while she checked the doors for me. I went to handle the passenger and she did

closed doors and made the announcement. We both said cabin secure. I noticed the flight deck door was closed and had assumed she had done cabin secure for me seeing as I was tending to this passenger and she had done door closure for me. I continued on with the safety briefing. Approximately one minute into the safety briefing the Captain opened the flight deck door to inform me that no one informed him of cabin secure. Me and Flight Attendant X both became aware that we had assumed the other person had secured the cabin door and quickly re-secured the cabin. We continued on with our briefing. I believe we both made the mistake because of the destructive passenger. I had assumed that while I was tending to this passenger she had took over all of my duties and she assumed that I was going to finish my duties once I got back up into the gallery. I also believe the pilots close the door on their own to keep warm which is why we had gotten confused on the door being close.

## Synopsis

Flight Attendant reported being distracted by a disruptive passenger and forgetting to advise the flight crew the cabin was secure and they were ready to depart.

ACN: 1791196

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Transport, Low Wing, 2 Turboprop Eng

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Taxi

Route In Use : None

## Person

Location Of Person.Aircraft : X

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 25000

Experience.Flight Crew.Last 90 Days : 150

Experience.Flight Crew.Type : 15

ASRS Report Number.Accession Number : 1791196

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Runway

Anomaly.Ground Incursion : Taxiway



Detector.Person : Air Traffic Control  
When Detected : Taxi  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I listened to the ATIS and prepared to taxi out for the short flight from ZZZ to ZZZ1 in the new to me aircraft. We had come in a few hours earlier and had no adverse radio issues at all. Reviewing the NOTAMs earlier I had filed away that the Tower was on part time status, most likely due to COVID, and would be closing in the afternoon. After startup we called Ground and did not hear a reply. On our arrival they had told us to stay on the Tower frequency, so we tried that one. Still no response and we tried each a few more times. We listened to the ATIS again and noted that it talked about the Tower closing and that it was many hours old. The passenger in the right seat was also a very experienced ATP rated pilot and CFI and he told me "The Tower is closed". I remembered that possibility from my NOTAM search earlier in the day and asked him how he knew. He said it was on our Foreflight app and he heard XA30 on the ATIS. That seemed plausible to me, so we reverted to CTAF procedures, announced our taxi on the Tower frequency, and proceeded to Runway XX. I did glance up at the Tower, just in case, and saw no light gun signals but the Tower was soon out of view. Part way to the runway we were intercepted by an airport vehicle and the driver pointed to his radio. I switched our radio to the second nav/com and was able to establish communications with the ATC facility. In retrospect, this was a good example of a display of expectation bias. We fit the facts we were experiencing into the theory we had developed for what was going on and we were mistaken. I knew that when a Tower closes they say so on the ATIS broadcast, but being so old I thought maybe they had just forgotten to do so. We both had XA30 in our minds as the closing time and discussed that it was now XB30, but we missed the fact that on the ATIS and the NOTAM XA30 was the opening time and it was UTC, not local time. The radios worked fine on the way in, they must be working fine now, etc. In reality we were wrong on all accounts and it is a good thing that we were able to establish ATC contact before taking off which would have only complicated things for all.

## Synopsis

GA pilot reported thinking the Tower was closed, started to taxi to the runway and was stopped by an airport vehicle who pointed to the radios. The pilot contacted the Tower before takeoff.

ACN: 1791182

## Time / Day

Date : 202102

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 4500

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Climb

Route In Use : Direct

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 27000

Experience.Flight Crew.Last 90 Days : 40

Experience.Flight Crew.Type : 200

ASRS Report Number.Accession Number : 1791182

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Took Evasive Action

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Ambiguous

## Narrative: 1

Tower arranged for VFR flight following with ZZZ Departure, transponder code XXXX and a climb to 5,500 feet. I set my altitude alert selector to 5,500 feet. Airborne, I establish contact with ZZZ Departure of my departing altitude and climbing altitude of 5,500 feet. ZZZ cleared me on course to my destination and acknowledge and confirmed my climbing altitude. Shortly thereafter he handed me off to ZZZ1. It was extremely busy and congested, I had to wait several moments before I could establish contact with ATC. My initial contact I stated my departing altitude and climbing to 4,500 feet and not 5,500 feet, ATC did not inform me to notify them of any altitude changes. (realizing my previous transmission with ZZZ Departure I indicated that my cruising altitude would be 5,500 feet which they acknowledged). I stated an incorrect (previously stated to ZZZ Departure climbing to 5,500 feet) altitude that I was climbing to. I immediately tried to correct my climbing altitude with ATC while slowing my climb at approximately 4,800 feet. However, due to radio congestion this took several moments to advise ATC that I was climbing to 5,500 and not 4,500 feet. Due to radio congestion ATC did not receive my correction. ATC was also a little distorted in their communications, later on Controller advised all that could've been possibly due to wearing a COVID mask and [being] shorthanded. ATC informed me of traffic at 5,000 feet on my right side. ATC gave that IFR traffic a turn to the right and shortly thereafter give me a turn to the left. I did not see the traffic visually however I had them on my traffic avoidance system. Once clear of traffic I was given clearance to destinations.

## Synopsis

GA pilot reported the ATC Controller was busy, rushed and hard to understand possibly due to speaking through a face mask and the facility being short staffed.

ACN: 1791134

## Time / Day

Date : 202102

Local Time Of Day : 1801-2400

## Environment

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

Experience.Flight Attendant.Airline Total : 3

ASRS Report Number.Accession Number : 1791134

Human Factors : Other / Unknown

Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

When Detected : Routine Inspection

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Upon doing the cabin sweep, I notice [Passenger in] X1 talking on the phone and asked her to turn it off. I only knew she was on the phone because her phone was facing up in

her palm and I could see the active phone call with the phone screen. She seemed to act like she was complying, but she was still talking. Her mic for the phone was inside of her mask, so I would never have been able to say she was on the phone had I not seen the phone. I told the forward she was still on the phone. People hide their cell phone microphones in the masks all the time. It is hard to tell when they are actively talking or just singing along to a tune. If it is so hard for me to discern an active phone call is taking place with a passengers face covered, I have to wonder what else people can hide inside a mask that could cause me, fellow passengers, crew or the plane harm. 3D printers can make all kinds of gadgets - including sharp objects - that could hide in a mask, not to mention the possibility of any kind of explosive that could be detonated between the teeth. COVID masks - supposedly are for crew and passenger safety, but these federal masks on airplanes create more safety concerns. I know the masks appear to keep us safe from the dreaded COVID, but the reality is the masks pose a much greater safety risk than COVID. I can't see what people are actually doing (talking on the phone or not). I can't identify a human trafficking victim from any other masked passenger. I can't identify a bad actor hiding in a mask from an innocent one in a mask. I can't smell alcohol, smoke, or even jet fuel when wearing a mask, which is required of me at all times - especially in my jump seat. The ability to do my job as a safety professional on an aircraft is greatly reduced thanks to these mask mandates. I am really surprised that the FAA and airlines care more about the optics of safety than the actual safety on board a plane these days.

## Synopsis

Flight Attendant reported concern regarding the face mask policy as it covers a **passenger's identity and creates a possible way to hide unwanted items under the mask.**

ACN: 1791133

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Flight Phase : Parked

## Component

Aircraft Component : Aircraft Cooling System

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

Experience.Flight Attendant.Airline Total : 3

ASRS Report Number.Accession Number : 1791133

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Physiological - Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Weather  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Company Policy  
Primary Problem : Human Factors

## Narrative: 1

When arriving at new aircraft, the ground power was connected. The temperature in the back of the plane was stifling - it had to be 95 degrees Fahrenheit in the plane. I told my forward Flight Attendant (FA) and we reported to Captain. Passengers were allowed to board and they immediately began taking off as many clothing layers as possible. FAA and company regulations still require everyone to wear masks, despite CDC warnings that masks should be removed when overheated. As the AFT FA, I am responsible for making announcements in a mask, which is laborious and requires many more breathing pauses than usual. Saying the announcements with a mask, in ridiculous heat is more, exhausting, distracting, and physically concerning. My only focus was being able to breathe and the health of my passengers. I walked to the front of aircraft to get some air, but also to get water for the poor passengers. Thankfully, the plane did cool off in the air, but it was still extremely uncomfortable. Extreme heat conditions on the airplane combined with mandatory mask compliance for passengers and crew caused this event. Crews can be terminated/lose benefits if removing masks on board the aircraft in front of passengers. Until recently, FA's were not required to wear masks while making announcements. Passengers can be fined/lose flight privileges for removing masks. The threat of the FAA fines and penalties under the new federal mask mandate appears to supersede common sense safety practices and concern and care for crews and passengers. Masks, may help prevent viral spread (there is much data to refute those claims), but prevents the passengers and crew to breathe much needed fresh oxygen. The effects of not getting enough oxygen and the potential for hypoxia were ingrained into me during FA training. I am greatly concerned that airlines and the FAA are continuing to put the safety of passengers and crew at risk with mandatory mandates that restrict fresh oxygen, which can cloud judgement and critical thinking abilities. Heat exhaustion and the need for fresh oxygen when wearing masks was acknowledged by the CDC. Of course, the CDC recommended spacing of self 6 feet away, but plane passengers and crew do not have the luxury of a 6 foot distance. Mandatory mask mandates on planes should also come with the ability to tell passengers and crew to remove masks when feeling anxious or stressed or when breathing is compromised. If one feels sick or faint because of heat and a mask, the ability to lower a mask on a plane should be allowed. FAs should be empowered to use their common sense when enforcing masks in extreme heat conditions. The "appearance of safety" seems to be aviation's new standard of practice rather than "actual safety" of anyone on board an aircraft. This is a very serious shift in thought for the FAA and airlines. The unintended consequences of these "appearance of safety" standards are frightening.

## Synopsis

Flight Attendant reported concern for passenger health regarding the face mask policy when the aircraft is on the ground with little or no air circulation and the cabin is hot.

ACN: 1791058

## Time / Day

Date : 202102

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

Airspace.Class D : ZZZ

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1791058

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1



FO to be pilot flying. After cleared to line up and wait I stopped the aircraft and stated "Your aircraft, parking brake set" FO advance thrust levers to TOGA without releasing parking brake. I stated, "My aircraft, reject" and rejected the takeoff. There was no indicated airspeed. After following all reject procedures, we taxied clear. Followed up with Volume X and QRH. Re- accomplished Before takeoff checklist and proceeded to ZZZ1. The FO stated he did not hear me state "parking brake set" He also briefed me previously that he hadn't flown in a while so that may have [been] a contributing factor. This may have been a communications failure. I think it should be emphasized that the park brake be set anytime the aircraft is not in motion. This is the safest procedure to ensure unwanted aircraft movement.

## Synopsis

Air carrier Captain reported the First Officer advanced thrust levers to TOGA without releasing the parking brake.

ACN: 1790962

## Time / Day

Date : 202102

## Place

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

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X  
ATC / Advisory.TRACON : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : FMS Or FMC  
Nav In Use : GPS  
Flight Phase : Descent  
Route In Use : Direct  
Airspace.Class E : ZZZ

## Person : 1

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 20040  
Experience.Flight Crew.Last 90 Days : 172  
Experience.Flight Crew.Type : 7540  
ASRS Report Number.Accession Number : 1790962  
Human Factors : Communication Breakdown  
Human Factors : Time Pressure  
Human Factors : Training / Qualification  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier

Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 3372  
Experience.Flight Crew.Last 90 Days : 79  
Experience.Flight Crew.Type : 3284  
ASRS Report Number.Accession Number : 1790947  
Human Factors : Training / Qualification  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was the pilot monitoring and my First Officer was the pilot flying from ZZZ to ZZZ1. The First Officer briefed and the flight computer was programmed for the ILS XXR. We were flying to ZZZZZ waypoint on ZZZZZ4 RNAV STAR. When the Approach Controller assigned us the ILS XXC approach, the First Officer incorrectly executed the secondary flight plan. He asked for my confirmation, but he had already executed the secondary plan before I had a chance to tell him not to do so. And, he misinterpreted the FMA on his PFD, which led him to make an incorrect turn using the heading mode selector. This caused a course deviation. He was confused. So, I reprogrammed the flight computer to rejoin the arrival route. Soon after, ATC gave us a heading to intercept the localizer for XXC. The flight was completed safely and normally. After the flight, I briefed him on the importance of confirming with the crew before executing the flight computer program, not to be in a hurry, to take time to correctly interpret FMA, and to know how to correct your own mistake when you make one. During this COVID pandemic period, he has moved from this fleet to XXX fleet then back again to this fleet. That might help explain his getting confused on this flight computer system. He took the post flight briefing professionally, and I believe it will help him in the future. However, I must say that we cannot keep using the pandemic as an excuse for errors and mistakes made on the job. Professionals should, regardless of the root cause, be able to recognize his or her own deficiencies, and continue to put effort into doing a better job every time.

## Narrative: 2

I was probably off course temporarily while on the ZZZZZ arrival while we were attempting to reload the arrival and changed runway.

## Synopsis

Air Carrier flight crew reported a track deviation due to the First Officer's confusion with the FMC. Reportedly, the First Officer has changed aircraft during the pandemic several times which may have contributed to the event.

ACN: 1790944

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 2000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Climb

Route In Use : Direct

Airspace.Class E : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 752

Experience.Flight Crew.Last 90 Days : 0

Experience.Flight Crew.Type : 530

ASRS Report Number.Accession Number : 1790944

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 4040  
Experience.Flight Crew.Last 90 Days : 77  
Experience.Flight Crew.Type : 8656  
ASRS Report Number.Accession Number : 1790965  
Human Factors : Workload  
Human Factors : Troubleshooting  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

The clearance on takeoff was "Cleared for takeoff, fly heading 100 and climb to 4,000 feet. When handed off to Departure Control, I checked in and reported, erroneously, that we were "climbing via the ZZZZ 3 RNAV except maintain 4,000 feet. The Captain/Pilot Flying did not actually deviate from the clearance, I just reported it wrong. ATC then asked for clarification, if we were flying the SID. I replied "correction, we are on a 100 heading, climb to 4,000 feet. We were then given an additional turn to 070 heading, as well as an additional climb to 16,000 feet. This was my first leg of OE after nearly eight months without flying due to the COVID schedule reductions.

## Narrative: 2

Doing an OE with Requalification First Officer. First leg of trip. Everything was SOP up until the point of check-in with ZZZ Departure. I was the PF and the OE pilot was the PM. Original clearance was the ZZZZ1, we had a CDR on taxi out which changed us to the ZZZZ 3. Tower assigned a 100 Heading and to maintain 4,000 feet. We set 100 HDG and deselected LNAV. I flew the 100 HDG and maintained four thousand. Upon check-in with departure, the PM stated altitude and we were climbing via the ZZZZ 3. ATC then cleared us to 6,000 feet, which we set per SOP. We deleted the 5,000 below restriction and climbed to six in VNAV. Shortly after, ATC quired if we were on the ZZZZ as we were almost on a direct line to ZZZZ4 and to climb and maintain 16,000 feet. The FO read

back we were on a heading of 100, not the ZZZZZ. ATC stated to turn left to 070. I had FO verify we were still cleared to 16,000. We continued climb on a 070 HDG until cleared to ZZZZZ5 on course.

## Synopsis

Air carrier flight crew reported the First Officer (PM) read back the wrong clearance to ATC during departure causing confusion. The First Officer cited lack of flying contributed to the event.

ACN: 1790884

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Function.Air Traffic Control : Departure

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 5

ASRS Report Number.Accession Number : 1790884

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I observed a Controller remove their glasses stating that they were fogging up from wearing their mask. This was during a moderately busy IFR, RVRs in effect, simultaneous instrument approach configuration. This configuration was more complex than normal caused by unusual winds and compression on final. Controllers were required to wear masks at this time due to positions not being distanced by six feet. On several other occasions, date and times not recorded, I've observed: -A Controller remove their mask stating they could not breathe and their glasses wear fogging up on a busy satellite push. - Controller's, including myself, headsets falling off from applying or removing mask. -Hear



back, read back errors from masks garbling communication. -Distractions during a moderately busy arrival radar final session, a Controller hastily confronting another Controller for the manner in which they were wearing their mask. -Controllers stating they cannot take a deep breath. - A higher rate of non-compliance from surrounding sectors due to being unusually combined. For example: two weeks in a row, aircraft being issued **wrong arrival and being four thousand feet lower than expected, in another controller's** airspace and without a point out. There seems to be a conflict between personal safety and professional safety in the NAS. For personal protection, controllers are wearing masks which seems to be creating a potential impact to safety in the NAS. Hear back, read back is always a hot ticket item and at the top of our safety goals as an Agency. With the observations stated above, it seems to be the least of our potential safety concerns. As a facility, mitigations have been set in motion to separate each scope by the minimum requirement of six feet which will extremely help the glasses, mask, breathing, distraction issues stated above. I am deeply concerned for all of our personal safety relating to the health aspects of prolonged mask wearing, reduced access to pure oxygen and the daily exposure to the chemicals used in the virus prevention. But that's personal. Most concerning, and the reason I chose to finally file a report, is the potential risk to safety we are introducing to the NAS by ignoring these comments and actions that are happening daily just in this one facility. As a profession, we are highly sensitive to changes in the workplace, stress mitigation, distractions, compliance and safety; all of which are at risk when a controller cannot see or breathe.

## Synopsis

TRACON Controller reported safety related issues with having to wear face masks while on position.

ACN: 1790835

## Time / Day

Date : 202102

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Route In Use : Visual Approach

## Person

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Ground

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 21.1

ASRS Report Number.Accession Number : 1790835

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway

Detector.Person : Air Traffic Control

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

This was at the very end of the swing shift, where I sent down the other two controllers for COVID clean-up protocol. There were four arrivals - 2 pairs - so I paused on cleaning to work them down and to their ramps. Aircraft X landed Runway XY Right, with an aircraft

rolling out on Runway XY Left, with another aircraft on Taxiway T. It looked like Aircraft X would exit T as well. I gave the Runway XY Left arrival turn left on D join A to the ramp this frequency. I then gave the first aircraft at Taxiway T cross Runway XY Left, turn left to D while crossing and join A to the Ramp this frequency. I gave them both A because they were parking at the D Ramp. Then I gave Aircraft X cross Runway 28 Left, turn left on D, then left on B, taxi to the Ramp via B, H, A, this frequency until switching over to Ramp Control. I gave Aircraft X, B due to parking at the B Ramp, and to not get stuck behind the other aircraft should they not have marshallers to enter the ramp. Once this was all communicated, I resumed cleaning and the first mid shifter came upstairs. I noticed at this time that Aircraft X had joined Taxiway A behind the other aircraft and watched to make sure the other aircraft were able to get into their ramp space. They were and I was satisfied to file a report. The mid-shifter plugged in and I began the briefing with mid shift closures, and then followed the check lists to cover CIC, Local, Ground, and Clearance Delivery. As I was covering the Ground traffic, I noticed Aircraft X was now on B between G and H as they should have been originally. I am not sure why they corrected when the other two aircraft were out of their way. I completed the briefing and left. I have no recommendations for this event. I would however, like to hypothesize why I believe this occurred. I think that the preceding 2 aircraft crossing T to D to A, created an expectation bias with Aircraft X to follow them without having been told to. I believe they were finishing up their after landing checklist and confirmed between them that they were to have been on B, and joined B at F1 hoping that the diagonal versus 90 degree turns would be subtle enough that ATC would not notice. I further believe that we are all running around 10% acuity with the pandemic and all of the circus atmosphere of the recent political debacles. This would explain the simple mistake and due to the reduced traffic there was no harm to the operation. Finally, there is a chance that with nighttime and possible lack of familiarity, the crew was confused by the taxiway lights at the junction of Taxiway's A/B/D.

## Synopsis

Tower Controller reported a taxiway incursion due to the aircraft flight crew not following clearance instructions.

ACN: 1790803

## Time / Day

Date : 202102

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 3500

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Personal

Flight Phase : Descent

Route In Use : None

Airspace.Special Use : ZZZZ

## Person

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Function.Air Traffic Control : Departure

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1

ASRS Report Number.Accession Number : 1790803

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

Narrative: 1

I was working the south side sectors of the ZZZ1 area while training on finals. There was minimal final traffic and the vast majority of the traffic was within the sectors I am certified on. Aircraft X was a non-radar ID SFRA aircraft inbound to ZZZ2. I forgot that ZZZ3 airspace was open at the time and did not call the traffic to ZZZ3 approach as I should have. There was no conflicting traffic. I should have used an additional memory aid to remind me that their approach control was open. It also has been challenging keeping up with busier traffic on VFR days on scopes I'm not very current on given standard COVID/winter traffic levels/others training on that position. I wish we had a better memory aid system in place for ZZZ3 being open as I think this a common mistake people often make. Maybe we can make the airspace yellow when it is open similarly to how we do with the RXXXX restricted areas?

## Synopsis

TRACON Controller reported an airspace violation and cited not being sure if another sector was open or not open as a contributing factor.

ACN: 1790791

## Time / Day

Date : 202102

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Route In Use.Other

Airspace.Class D : ZZZ

## Person

Reporter Organization : Government

Function.Air Traffic Control : Approach

Function.Air Traffic Control : Departure

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 5

ASRS Report Number.Accession Number : 1790791

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

ZZZ ATIS advertising ILS Runway XY, winds 24008 favoring [Runway] ZA but it is normal for ZZZ to use 12 until winds are 10 KTS or greater due to terrain and approach undesirability of Runway ZA. Aircraft checked on with correct ATIS descending from Center and asked for RNAV ZA. I only heard RNAV. The common request from airline is for the RNAV Z Runway XY when we are advertising ILS's because it saves flying miles/time. I should mention that the cleaning/disinfecting person was starting my station so I had to move out of the way and move items away for her cleaning process. This is a nightly routine and is highly distracting. I cleared Aircraft X for the RNAV Z Runway XY approach. To which they read back "Cleared RNAV" (pause) "Zulu, Runway XY" (the XY was dropped and due to the cleaning I only heard Y which I assumed was part of X-Y) [Note: there is NO Runway YA at ZZZ]. I observed the aircraft making a right turn at ZZZZZ intersection instead of the left turn for Runway XY this alerted me the aircraft was following the Runway ZA approach path. I immediately canceled the approach clearance, assigned an appropriate altitude and heading and informed the pilot it appeared he was on the wrong approach and I was now vectoring for the correct approach. The pilot was still above all MVA's so there was no immediate danger. There was a short discussion with the pilot and he set up for the correct approach which was completed with no issue. 1st, Cleaning/Disinfection of control position and its immediate vicinity by contract staff should be done only when the position is not being worked at that station. Our facility closes the TRACON at XA:00 and has a 5hr XX min window this could be done in with no distractions and eliminate the danger to the NAS is currently poses. 2nd, this was a clear hearback/readback issue with expectation bias on both the controllers and pilots part. A- Because of distraction, I failed to hear the initial request for Runway ZA and followed up by issuing a standard clearance for the RNAV Z Runway XY with no other warning to the pilot such as "Unable Runway ZA" as I would normally do with an opposite direction request I was unable to approve. B- The pilot readback a completely wrong clearance in many ways, The RNP approach he wanted to Runway ZA is called "RNAV Runway ZA". It does not have a Z and is to ZA not YA. By reading back "Cleared Rnav Z Runway YA" it greatly increased the chances of my hearing it as I expected. C- In listening to the recording the pilot obviously was unsure of the clearance he got as there was a long pause between RNAV and Zulu, which leads me to believe the pilot had a flag going off in his head that he neglected to properly follow up on. Had I not been involved with dancing around the cleaning person to be able to see my scope I probably would have picked up on this better. As it was I must have had a flag of some kind in my own mind because I did give extra vigilance to ensure the correct turn at ZZZZZ so there must have been something warning the back of my mind as well. In the end the system did work as it ultimately should and the error was caught and corrected with no risk. I know a last minute correction like this can cause stress on a flight crew and this crew handled it with high professionalism and safety was insured by both them and myself.

## Synopsis

TRACON Controller reported communication problems with an aircraft while the facility was being cleaned/disinfected.

ACN: 1790781

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : IFR

## Person

Function.Air Traffic Control : Departure

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1.5

ASRS Report Number.Accession Number : 1790781

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Within the first few minutes Aircraft X asked for a transmission to be made again due to the required mask wearing. After 3 times of having to repeat a transmission, I removed my mask to provide a better voice quality. I was not asked by any pilots to say again after that. Then the OM came walking down the isle and told me to put my mask on. [The OM] walked by again and told me to put my mask on. He then stood behind me and told me a third time, distracting me from the scope and forcing me to engage in conversation with him regarding the pilots having difficulty understanding me. He then told me a 4th time to put my mask on and I complied. During this distraction I missed at least one pilot transmission. The very next transmission I made, the pilot asked me to say again. I recommend that if a Controller deems it necessary to work traffic without a mask, to



better provide a clear and concise transmission, then it should be left up to the discretion of the Controller with how to provide the safest way to communicate. Regardless of the policy for mask wearing, Aircraft safety should remain at the top of the list for FAA priorities. It's a shame that it takes controllers complaining of pilots not being able to hear them through masks and then having to file reports to bring this to light. I sincerely hope an aircraft mishap doesn't have to happen before someone of higher authority takes action.

## Synopsis

TRACON Controller reported having to repeat multiple transmissions due to clarity issues while having to wear a face mask.

ACN: 1790756

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Fractional

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 12

ASRS Report Number.Accession Number : 1790756

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Issued New Clearance

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

With new guidelines for wearing mask on position. (With no one around) I am having multiple read back errors. Aircraft X miss read his restriction and frequency. The issue was

corrected. When there is no one is close proximity controllers should not be made to wear mask.

## Synopsis

Center Controller reported multiple read back errors while wearing a mandated face mask.

ACN: 1790751

## Time / Day

Date : 202102

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

Flight Plan : None

## Person

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 7

ASRS Report Number.Accession Number : 1790751

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Recently we were told we had to wear masks while on sector. Following the rules I was wearing a mask, and multiple aircraft could not understand what I was saying. Multiple times I was told to "Say again" until I pulled the mask down to give the aircraft the transmission. After I pulled the mask down they said they could understand me better. This is a safety issue. If the aircraft can't understand what we are saying and takes the wrong altitude this could be disastrous. Since Coronavirus started we were told we only had to wear masks when we couldn't be socially distanced. What has changed? Why do we have to wear masks all the time even if we are socially distanced?

## Synopsis

Center Controller reported communication issues with pilots while wearing a face mask.

ACN: 1790734

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 11000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class D : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Airspace.Class D : ZZZ

## Person : 1

Reporter Organization : Government

Function.Air Traffic Control : Approach

Function.Air Traffic Control : Departure

Function.Air Traffic Control : Supervisor / CIC

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 3

ASRS Report Number.Accession Number : 1790734

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reporter Organization : Government

Function.Air Traffic Control : Approach

Function.Air Traffic Control : Instructor

Function.Air Traffic Control : Departure  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1.5  
ASRS Report Number.Accession Number : 1790881  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Person : 3

Location Of Person.Facility : ZZZ.TRACON  
Function.Air Traffic Control : Approach  
Qualification.Air Traffic Control : Developmental  
ASRS Report Number.Accession Number : 1790853

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : CFTT / CFIT  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Airspace Structure

## Narrative: 1

Aircraft X arrived from the south east at 110 where ZZZ has a MVA (Minimum Vectoring Altitude) at the highest point of 115. I do not know if ZZZ1 has the same or lower MVA in that area. Per the LOA with ZZZ1 any arrivals in this area 130 or lower, must be on an airway and verbally coordinated. There was no coordination from ZZZ1. OJTI was being conducted at the Approach position, I was the OS in the TRACON. Due to COVID social distancing requirements the OJTI was working from the "B" scope, the trainee was working from the "A" scope and I was at the OS desk. There is no radar scope or secondary monitor available at the OS desk to observe traffic, so I was unable to see the altitude of the aircraft. A regional jet that was about to be switched to the Tower told approach that an aircraft was trying to call approach and at that point I was able to observe Aircraft X at the altitude below the MVA. Aircraft X eventually was able to reach approach on radio and landed without incident. -Review ZZZ1-ZZZ LOA -Add a non-certified radar display at the ZZZ TRACON OS desk -Check the MVAs to the south east of ZZZ to see if there are any discrepancies between ZZZ1 and ZZZ MVAs.

## Narrative: 2

I am training the trainee on approach control. Three arrivals scheduled with close arrival times. Trainee accepted all three handoffs back to back well outside of our airspace boundary, further away than normal. He was not aware that Aircraft X was flying a wrong altitude for direction of flight as well as 500 feet below the MVA we have depicted on our maps until after accepting the handoff. Neither of these two issues were coordinated between either facility. Aircraft landed without issue. We need to have matching MVA

maps with ZZZ1. This could be a real issue in the future. That aircraft was 500 feet below our MVA and could not reach us on radio due to the terrain.

### Narrative: 3

I was training on approach with 3 aircraft inbound ZZZ [airport]. I had accepted a handoff from ZZZ Center on 2 Aircraft whose tags were over the top of each other. Both aircraft were about 19 miles from the edge of my airspace with stacked data blocks and targets. They were not a factor for each other. Once there was a bit more separation between the tags, we noticed that Aircraft X was only at 110 in bound from center. At this altitude the aircraft was below my MVA for the area and wrong altitude for direction of flight. ZZZ Center had not coordinated anything in relation to his altitude. The aircraft being so low over mountains also made it hard for them to reach me over the radios. I wasn't able to communicate with Aircraft X until they had gotten about 5 or so miles into my airspace and were above the next MVA. I think we need to make sure that ZZZ MVAs and ZZZ Centers MVAs are up to date or matching each other. I have a hard time believing that ZZZ Center's MVA in that area is lower than mine. Coordination just needed to happen in relation to that aircraft Altitude on both sides.

### Synopsis

Controllers reported an aircraft that they were not talking to was on an IFR flight plan, below the MVA and NORDO.

ACN: 1790733

## Time / Day

Date : 202102

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 4000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Visual Approach

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use.Other

Airspace.Class B : ZZZ

## Person

Reporter Organization : Government

Function.Air Traffic Control : Approach

Function.Air Traffic Control : Departure

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1

ASRS Report Number.Accession Number : 1790733

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events



Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Aircraft X checked in for Runway XXC was told descend and maintain 040 and good rate down, leveled off at 050 while being vectored to final and told to parallel final on heading 350 and expedite down to 30, shortly after looking 1,000 feet at 2.7 miles he saw the field and was cleared. There was approximately 10 read back errors during this push due to the new mask mandate, control instructions had to be repeated to this pilot 2 times. With the new mandate and tower restrictions forces us to land Runway XXC and XXR in IFR weather this operation is unsafe with the new altitude restrictions implemented by our supervisors. For the past 2 weeks management has told the arrival wall to not go below 4,000 feet until north of ZZZZZ (the dual fix) regardless of where the aircraft's flight path will be, this makes IFR operations very difficult to accomplish at ZZZ and is a very poor knee jerk reaction to a Controller making a simple mistake. These type of rule changes mean that every single transmission on that wall need to be 100% clear and any read back error will cause an aircraft incident, we cannot continue with frivolous rule changes and a mask mandate unless we would like a major incident or accident at ZZZ. Allow us to use judgment and common sense on where to turn our own airplane. These unnecessary rule changes will cause more incidents than they will prevent.

## Synopsis

TRACON Controller reported communication issues with pilots due to having to wear a mask which is exacerbated when new procedural changes are introduced.

ACN: 1790636

## Time / Day

Date : 202102

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Route In Use : None

## Person

Location Of Person.Aircraft : X

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 1180

Experience.Flight Crew.Last 90 Days : 2.6

Experience.Flight Crew.Type : 500

ASRS Report Number.Accession Number : 1790636

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

When reviewing my logbook on Date 6, I discovered that what I thought was a BFR completed on Date 2, was an IPC only. I did however complete a BFR on Date 1, eight months before the IPC. I made two flights after Date 3; one on Date 4 and the other on Date 5. I believed at the time that I made these flights that my last BFR was completed on Date 2, and thus that my next BFR was not due until Date 8. However, since I only completed an IPC on Date 2 (and not a BFR), even allowing for an extension provided by the SFAR in response to the COVID-19 health emergency, it appears that I made two flights after my previous BFR (the Date 1 BFR) expired. Upon discovering this inadvertent error, I immediately contacted my flight instructor and scheduled an appointment to complete a BFR with him today, literally one day after discovering my mistake. In order to prevent this from happening again, I have calendared the due date for my next BFR on an electronic calendar, with an automatic reminder set 30 days before my current BFR expires.

## Synopsis

GA pilot reported flying without proper certification.

ACN: 1790572

## Time / Day

Date : 202102

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1790572

Human Factors : Communication Breakdown

Human Factors : Other / Unknown

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Boarding a nearly full flight began at XA: 30 AM. We had power (i.e. lights) but, we did not have any airflow (air conditioning). We were beginning to sweat profusely. I (FA)

contacted the terminal Supervisor who patched me through to Agent, in the tower. I told him of our plight and passenger complaints and concerns. He said he would send someone immediately to turn on the air. This was approximately 20 minutes later. About 15-20 minutes later we still had no air. Passengers were getting very upset and many took their masks off. We made announcements stating that without airflow, it was even more important to keep their mask on since they could not social distance. I contacted the Supervisor again and insisted the passengers be let off the aircraft if we were not going to get airflow and we still didn't know anything about when the pilots would arrive. Approximately 10 minutes later the pilots boarded and stated we should never have begun boarding under those conditions. They got air up and we departed 15 minutes later. 1 hour and 10 minutes after boarding. I felt very, very unsafe in those conditions as did many passengers. We should never board without air conditioning during COVID. If the pilots are running late, a mechanic should be brought down to turn on the air. A few minutes would be acceptable but when the tower is contacted, something should be done in a timely manner. Flight attendants should be allowed to let passengers deplane under such extreme conditions where everyone's safety and health are put at risk.

## Synopsis

Flight Attendant reported passengers were boarded before the pilots arrived at the aircraft. No air conditioning was available and passengers began removing their face masks.

ACN: 1790248

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Relative Position.Angle.Radial : 077

Relative Position.Distance.Nautical Miles : 7

Altitude.MSL.Single Value : 3000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Fractional

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : None

Mission : Passenger

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Rotorcraft

Experience.Flight Crew.Total : 5000

Experience.Flight Crew.Last 90 Days : 20

Experience.Flight Crew.Type : 800

ASRS Report Number.Accession Number : 1790248

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Exited Penetrated Airspace

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

In flying return flight from ZZZ1 to ZZZ2 at 3,000 feet, we were anticipating B clearance into the ZZZ 1,500 feet shelf northeast of ZZZ VOR. This expectation was due to the fact that clearance was received shortly before going the same route but opposite direction, and that ZZZ was landing Runway XX, so arrivals would not be a factor in receiving clearance. We were receiving VFR flight following from ZZZ1 followed by ZZZ1 [TRACON]. Upon hand off to ZZZ Approach frequency from ZZZ1 [TRACON], the frequency was extremely congested. We established two-way communication and made initial Bravo request with ZZZ around ZZZ [VOR], but only received "radar contact" in return with no further clearance. I queried the Controller at least two more times for clarification, but communication was blocked and the frequency was extremely congested. We initiated descent near ZZZZZ [Intersection] to avoid the 1,500 feet class B shelf, but may have penetrated the B airspace in the descent down to 1,400 feet MSL. We remained below the floor of the Bravo and received no further communication from ZZZ until handoff to ZZZ2 Approach near ZZZZZ1 [Intersection]. Contributing factors leading to this possible deviation are that the PF was the senior pilot on the flight and is very experienced in the area but may have been somewhat out of practice as COVID has significantly decreased flying. Also, the Controller seemed to be slightly overwhelmed, possibly working multiple frequencies; we weren't anticipating the business of the frequency although we should have known better. Additionally, the strong tailwind increased ground speed; although the descent was rapid, the ground covered during descent was greater than normal. Finally, as we just flew the same route the opposite direction, we were (falsely) anticipating the B clearance. While these factors are no excuse for possibly entering the airspace without clearance, the notion that business is picking up again means we all need to be more diligent in our planning and flight execution. As Captain, I should have anticipated not receiving the B clearance, and planned descent accordingly.

## Synopsis

Pilot reported a Class B airspace violation and cited ATC communication issues and the co-pilot's lack of recent flying as contributing factors.

ACN: 1790157

## Time / Day

Date : 202102

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1790157

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Returned To Gate

## Assessments

Contributing Factors / Situations : Aircraft

Primary Problem : Aircraft

## Narrative: 1

The aircraft had several maintenance scheduled items that needed to be addressed before we could fly the aircraft. It was supposed to be the first revenue flight after long term storage. There was one maintenance schedule item X which needed to be accomplished before the aircraft can be used for revenue flight with passengers. The item was signed off



on the completed items sheet and the aircraft was released for flight. When we were taxiing, Dispatch notified us to hold. We called them and they said there was a maintenance schedule write off not signed off properly. So, we returned to the gate to have to addressed. The reason for this report is that you cannot leave the gate with passengers unless maintenance schedule item X had been signed off. Our paperwork showed it was signed of yet the electronic AML [Aircraft Maintenance Logbook] said it was not. We returned to gate. We found out later that it was a clerical data entry error made by someone in maintenance and the maintenance schedule item sign off was entered incorrectly. The cause is easy to figure out. The only way to fix it is to have a computerized completed items sheet that only shows items cleared and then the computer copy and paper completed items sheet would always match! After items are cleared in computer, print out new completed items sheet for AML so paper and computer always match.

## Synopsis

Air carrier First Officer reported a return to gate after Dispatch told them they had an improperly signed maintenance item. The aircraft had several maintenance items that needed to be addressed before the flight due to it just coming out of long term storage.

ACN: 1789892

## Time / Day

Date : 202102

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Climb

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1789892

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Confusion

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Climbing out of ZZZ on the ZZZZZ TWO on our flight plan. After a short delay ATC cleared us direct to the ZZZZZ1 Intersection followed by the ZZZZZ2 and ZZZZZ3 intersections which are on the ZZZZZ2 THREE departure. During the departure briefing both the FO identified our lack of recency experience as a threat. When the clearance was sent to the FMC with the new routing the FO was not aware of the LOAD FMC prompt so the new routing was never loaded. When I reviewed the print out of the PDC clearance I remember being confused by the clearance. I should of voiced my concern to the FO when I did not understand the clearance. Unfortunately, I got distracted and never resolved the discrepancy. There's no substitute for diligence when it comes to the route check.

## Synopsis

Air carrier Captain reported a track heading deviation. Captain stated when the clearance was sent to the FMC with the new routing the FO was not aware of the LOAD FMC prompt so the new routing was never loaded.

ACN: 1789362

## Time / Day

Date : 202102

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 1436.50

Experience.Flight Crew.Last 90 Days : 104

Experience.Flight Crew.Type : 1436.50

ASRS Report Number.Accession Number : 1789362

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Ground Event / Encounter : Fuel Issue

Detector.Person : Dispatch

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

## Narrative: 1

Dispatch notified us that the release was not signed at cruise. I immediately realized he was correct. I added 2000 pounds operational fuel on the way to the airport and discussed this with the crew. I planned on signing the release and talking with the Dispatch in Operations (Ops), because this is one of the last places internationally that we still go to Ops. The van takes us through security then to Ops then to the bottom of the jetbridge. All 3 of us had done this recently and knew of no change and in fact the 10-7 page states that we are not allowed to go through the terminal. However, upon reaching the airport the driver brings us to the terminal, stating that this is the new procedure. We verified on our iPads and even called Ops to verify this change. Indeed, due to COVID, we go through the terminal. The security was extensive, overly extensive and time consuming. The walk to the gate is long and although we hustled, we still arrived at the jet later than desired. I called Dispatch for the brief once arriving to the cockpit and received a standard brief which included a new release, release 2 due to ZFW increase. I agree that was okay, but after the call, we realized the 2000 pounds I had added via app was not added, so I called the Dispatch back. The Fueller arrived during this call and he agreed to add the extra 2000 pounds for us and I told Dispatch it was done so no new paperwork was needed. I wondered why the Dispatcher had not included the 2000 pounds. In retrospect I should have realized something was amiss, for example, the release not being signed. We then had discussions with Ops regarding the extra 2000 pounds, but it was all resolved. During this time, the FO saw the dispatch release, stated it was #2, but neither of us noticed it said "not signed" at the top, only noted that it was release 2 and that we were all fit for duty. We had the Oceanic checklist out and looked through it, but missed the dispatch release on it. I have been signing the release lately enroute from the hotel to the airport since we never go to Ops anymore due to COVID, except today, since this is one of the few places that we do go to Ops. However, apparently, we don't. A note in the 10-7, an Ops alert, or something stating this would have been helpful.

## Synopsis

Air Carrier Captain reported a change in airport procedures, due to COVID-19, caused the flight crew to miss the required signing of the Flight Release.

ACN: 1789361

## Time / Day

Date : 202102

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person : 1

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 3838  
Experience.Flight Crew.Last 90 Days : 112  
Experience.Flight Crew.Type : 2493  
ASRS Report Number.Accession Number : 1789361  
Human Factors : Communication Breakdown  
Human Factors : Physiological - Other  
Human Factors : Situational Awareness  
Human Factors : Other / Unknown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Relief Pilot  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 9089  
Experience.Flight Crew.Last 90 Days : 142  
Experience.Flight Crew.Type : 2252  
ASRS Report Number.Accession Number : 1789386  
Human Factors : Situational Awareness  
Human Factors : Physiological - Other

Human Factors : Other / Unknown  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Person : 3

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : First Officer  
Experience.Flight Crew.Total : 17859  
Experience.Flight Crew.Last 90 Days : 191  
Experience.Flight Crew.Type : 461  
ASRS Report Number.Accession Number : 1789672  
Human Factors : Situational Awareness  
Human Factors : Physiological - Other  
Human Factors : Communication Breakdown  
Human Factors : Other / Unknown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On the morning of an international departure that was scheduled to depart later that evening, the Captain emailed and informed both FOs of how the flight would be conducted in regard to face masks. During the pre-flight phase, the #2 FO challenged the decision and said he was walking off the trip unless the Captain agreed to wear a mask whenever he was on the Flight Deck. In an effort to maximize safety and also to address the #2 FO's concerns, the Captain offered the solution that he would wear a mask during cruise, whenever the #2 was performing his relief duties, but, with safety concerns about glasses fogging and hindered communications during critical phases of flight, said that #2 could sit in the cabin rest seat during those phases if it would make him more comfortable (since masks would not be worn). The Captain believed this was "legal," since an #2 actually wasn't required by the FARs on the planned 6 hour and XX minutes flight and was also the safest option since, if the #2 dropped the trip, the flight would likely be sent un-augmented with zero inflight rest periods then available to the "flying" pilots. The #2 agreed with this solution and the flight departed. Prior to the later descent, the #2 stated that he believed that an FAR's had been violated by him not being in the cockpit for takeoff. He said that he would be in the cockpit for descent and Captain said he was welcome to be there but reiterated that masks would not be worn during critical phases of

flight. The #2 did then come up for the descent and landing. After the aircraft was parked and debrief conducted, #2 said he would be submitting a report over his belief that an FAR was violated by him not being in the cockpit for takeoff and departure. The Captain and #1 FO are not aware of any "violations" of FAR's in this instance but decided to report the incident in case there's something they are not aware of.

#### Narrative: 2

During takeoff, the #2 FO stayed in overhead flight crew rest area instead of on the Flight Deck. Erroneously thinking his presence was not required on Flight Deck on takeoff. Captain and #2 chose that course of action, as #2 wasn't comfortable with staying on Flight Deck with the Captain who had a cough. Captain was unable to wear a mask due to fogging of glasses.

#### Narrative: 3

Prior to the scheduled departure I received an email from the Captain about meeting in Flight Ops and face mask conduct during the flight. Upon arrival at Ops I meet the captain and asked about the email he sent because I had not received an email talking about face mask usage, because it was the standard SOP on mask use. While in Ops I noticed the Captain had a cough and inquired about his coughing. The Captain stated he had [tested negative for COVID-19 and was cleared to work]. After the conversation I was satisfied about flying the flight. Unfortunately, the #2 FO wasn't and stated he was UNCOMFORTABLE with no mask during takeoff and landing, this was 15 minutes before departure the Captain and #2 FO came up with a solution and I agreed. Unfortunately, later in the flight the #2 believed we violated FAR's because he wasn't in the cockpit for takeoff and landing. Not being sure if the FAR's were violated I'm submitting this report.

#### Synopsis

Air Carrier flight crew reported they had an agreement between themselves regarding face mask policy on the flight deck and may have violated FAR/SOP policy.



ACN: 1789111

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 500

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Person : 1

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1789111

Human Factors : Troubleshooting

Human Factors : Training / Qualification

Human Factors : Situational Awareness

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1789115

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Troubleshooting

## Events

Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Aircraft : Automation Overrode Flight Crew

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While on final approach the PF was having difficulty slowing the aircraft and continuing the descent. The headwind we had been fighting quickly turned to a crosswind. The PF elected to re-bug and use flaps 40 well above 1,000 feet. As the PF I selected the new flap setting in the FMC and verbally called out the Vref and target speeds. As we were slowing past our previous target speed the PF called for flaps 40. We had no amber band visible for flaps 40 placard speed, so I verified the placard, 162 knots, and selected the flaps seeing 158 knots and slowing on my tape. As I verified the speed brake was armed he again called for 40. The flaps were still at 30. At this point we were now below 1,000 feet but above 500 feet. We discussed the non-movement and load alleviation. As the PM, I suggested, pitch up and slow, the flaps moved to 40 as we suspected they would. The checklist was completed and we were able to be stable by 500 feet AGL, so we continued the landing. We did not observe any limitations being exceeded on the flaps or in procedure as the PM was able to manage the approach prior to the 500 foot gate. In discussing this event during our debrief we believe that we did meet our approach gate criteria. We were in our first "heavy" approach in many months as the flight was full. The weight may have contributed. The wind was also a contributing factor as it shifted down the final enough that by the time we departed the traffic flow had reversed. Neither of us were averse to going around but it did not seem necessary in the moment as it seemed we met our criteria to continue. Having said that I'm certain eyes further from the instrument panel may have captured data we missed but I believe we trapped and corrected the situation.

## Narrative: 2

While on final approach I, PF, called for final landing flap (flaps 40) and flaps did not move to commanded position (they were at 30), despite being slower than max speed for flaps 40. Since we were within a few knots of max flaps 40 speed, I slowed further and flaps extended to commanded position. I believe the flap extension occurred right around 500 feet. The final approach speed was within stabilized approach criteria and the outcome of the approach and landing were not in doubt. Landing was uneventful. We have been flying mostly empty airplanes for almost a year and this flight was almost completely full. I believe the higher landing weight coupled with a significant loss of headwind on final contributed to the airplane taking a while to slow down to an acceptable speed for final flaps. When I called for final flaps, we were 3-4 knots below the max flaps speed and I believe the aircraft's safety system was restricting flap movement until I was a little slower. As we return to Pre-COVID passenger loads, I will have to adjust lead time for decelerating the jet. Today was a good reminder.

## Synopsis

Air Carrier flight crew reported the aircraft was carrying a pre-COVID passenger load and they were not prepared for the higher flap speeds required for a stable approach.

ACN: 1788803

## Time / Day

Date : 202102

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission.Other  
Flight Phase.Other

## Component

Aircraft Component : FMS/FMC  
Aircraft Reference : X

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 13177.93  
Experience.Flight Crew.Last 90 Days : 65.17  
Experience.Flight Crew.Type : 9048.62  
ASRS Report Number.Accession Number : 1788803  
Human Factors : Situational Awareness  
Human Factors : Troubleshooting  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Automation : Aircraft Other Automation  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : Aircraft In Service At Gate  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Software and Automation

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I believe this aircraft had been parked due to COVID. Apparently, when pulled out of parking, the FMS database was not updated. During pre-flight we noticed that revision "W" and "X" were available, but revision "Y" was now current. I don't know how long this plane has flown without "Y" database, but it is deferred now.

## Synopsis

Air Carrier Captain reported the aircraft database was a few revisions "out of date" and suspects the aircraft was "parked" during the pandemic for an extended period of time.

ACN: 1788776

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 3000

## Aircraft

Reference : X

Aircraft Operator : FBO

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Training

Flight Phase : Taxi

Flight Phase : Takeoff / Launch

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO

Function.Flight Crew : Trainee

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Student

Experience.Flight Crew.Total : 1

Experience.Flight Crew.Last 90 Days : 6

Experience.Flight Crew.Type : 6

ASRS Report Number.Accession Number : 1788776

Human Factors : Situational Awareness

Human Factors : Other / Unknown

Human Factors : Physiological - Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I received the second dose of my Pfizer vaccine for COVID-19 yesterday at XA:00 AM. I was not feeling any immediate effects of the dose and had a flight lesson scheduled XE:00 AM and felt fine. It wasn't until this morning I was chatting with a mentor of mine and they had mentioned there being a 48 hour period of restriction for any flying for those that did receive the vaccine. I did some research of my own and found that this was indeed true. I did not feel like I was putting myself or my instructor in any immediate danger and could still perform my duties as a student pilot. Upon discovering the restriction, I scheduled my other lesson for after the 48 hours have passed.

## Synopsis

Student pilot reported taking a flight lesson prior to the 48 hour waiting period after receiving a COVID-19 vaccine.

ACN: 1788734

## Time / Day

Date : 202102

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked  
Route In Use : Direct

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Door Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Deplaning  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1788734  
Human Factors : Troubleshooting  
Human Factors : Situational Awareness  
Human Factors : Physiological - Other  
Human Factors : Communication Breakdown  
Human Factors : Workload  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

Narrative: 1

Once the aircraft door was opened and only a few passengers from first class deplaned, the cleaners were trying to come on. We asked them to wait just a bit, as we had 4 wheelchairs, and our first-class cabin was still getting off. The cleaners told us they are instructed to get on right away. The Captain said No, they needed to wait till most of the aircraft had deplaned. A few of the cleaners were still trying to argue with us, even after the Captain had said they had to wait. There are no quick turns, as our cleaning procedures during this pandemic are totally opposite of the term quick turn. This also is dangerous for the passengers and crew. There is no room for cleaners in the galleys or in the aisle as we safety try to deplaned using the company's policy of social distance, and deplaning a few rows at a time. In addition, the cleaners are getting in the way of the flight crew full filling our FARs responsibilities and safety obligations, post cabin sweeps. This is a safety hazard and needs to be addressed immediately.

## Synopsis

Flight Attendant reported, after gate arrival, the oncoming cleaning crew was interfering with passenger deplaning and social distance policy.



ACN: 1788520

## Time / Day

Date : 202101

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Parked

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1788520

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

Result.General : Police / Security Involved

Result.Flight Crew : Diverted

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Pushed away from gate. Started taxiing in ZZZ alley when I got a call from #1 Flight Attendant, (FA), that there were First Class, FC, passengers that were not wearing face coverings after being told to wear them by the FAs. Stopped the aircraft and made a very "To the point" PA that any non-compliance with Flight Attendant instructions, particularly pertaining to facial coverings, would have "un-favorable" consequences. I had already made it clear that facial coverings were required while on-board during my "welcome aboard" PA. Conferred with FAs that my second PA was successful, and we continued taxi and takeoff. Once established in cruise, the FAs informed me that they were having problems with FC passengers willfully being non-compliant regarding wearing a facial covering after being advised as such multiple times by at least 2 different FAs. My FAs had even switched working positions in order to try to de-escalate the situation and convince the passengers to comply. I commenced communication with Dispatch and relayed the situation with advisement to contact customer representatives. Shortly thereafter, due not only to non-mask wearing, but also, disruptive behavior by passengers requested to be re-seated in Main Cabin. I further relayed this information to Dispatch. It was at this point the FAs gave the notification of passenger misconduct warning. Shortly thereafter passenger started harassing my FAs with constant cornering them in the FC galley and demanding trivial items. At this point, even after a tremendous amount of patience, de-escalation attempts and warnings by the FAs, and with building harassment and aggressiveness being demonstrated by passengers, I notified Dispatch that we would be diverting to ZZZ1. We landed at ZZZ1 non-eventfully, without being overweight and without declaring an emergency. Passengers were removed from the aircraft. We departed ZZZ1 and arrived in ZZZZ uneventfully. Please allow me to acknowledge my FAs for their display of "Consummate Professionalism" during this flight. They were tireless in their attempts to de-escalate the situation in hopes of precluding a diversion. I would also like to acknowledge the support of Dispatch and company as reflective of the number of communications that were made prior to our diversion. And last, but certainly not least, I would like to acknowledge the expert airmanship demonstrated by my First Officer during our extremely busy diversion as well as throughout the rest of a very long day. Should you need additional information from me regarding this diversion, please don't hesitate to contact me.

## Synopsis

Air carrier Captain reported passengers were unruly and not complying with face mask policy despite multiple warnings by the crew resulting in a diversion, and removal of the passengers.

ACN: 1788038

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 9300

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Initial Climb

Route In Use.SID : ZZZZZX

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 150

ASRS Report Number.Accession Number : 1788038

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

After departing [Runway] XXR from ZZZ [airport] on the ZZZZZX SID, began to accelerate through 9,000 feet MSL using speed mode. This caused the aircraft to level off around 9,300 feet MSL as it was speeding up from 250 KIAS. Captain was talking with ATC regarding our climb clearance when the acceleration began. ATC did not acknowledge the increased speed. After finishing the clearance readback the Captain noticed the increasing speed and changed to vertical speed mode to reduce airspeed. As pilot flying I reduced the thrust as well. Upon reaching 10,000 MSL we resumed normal profile climb. Limited experience taking off with wing and cowl anti-ice on. Normally upon reaching ZZZZZ1 intersection we have reached 10,000 MSL and can begin to accelerate. Because of the reduction in climb performance using the anti-ice system we were 1,000 feet lower than normal. The use of cowl and wing and anti-ice also caused the aircraft to use a lower angle of attack to reach entered airspeed resulting in a reduced climb performance. Because of reduced loads from COVID-19 we have normally not encountered a problem reaching 10,000 MSL before the west bound turn resulting in a habit of increasing speed at ZZZZZ1 or west/east bound turn.

## Synopsis

Air carrier First Officer reported exceeding 250 knots below 10,000 feet due to a reduced passenger load on climbout.

ACN: 1787908

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 12000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission.Other

Flight Phase : Descent

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1787908

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Cleared to descend via the ZZZZZ2 arrival except maintain 10,000 feet. Initially high, changed descent mode from managed to open and selected 300 knots to get to path with speed protection. However, due to distractions, failed to manage descent appropriately. A few miles from ZZZZZ with a constraint of 12,000 feet from FL190 I noticed we were approaching 12,000 feet rapidly. I asked the FO to request descent to 10,000 feet. We leveled off, but not in time and crossed ZZZZZ several hundred feet below 12,000 feet. ATC did not say anything however this was not safe and not professional airmanship. Distracted with conversation related to COVID and job security instead of flying the aircraft more attentively. Switched descent modes without alerting the PM. Failed to recheck altitude constraint early enough to discover error. Discontinue involved conversations prior to phase of flight changes.

## Synopsis

Air Carrier Captain reported an altitude deviation during descent and cited being distracted due having a conversation about COVID-19 and job security.

ACN: 1787885

## Time / Day

Date : 202102

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1787885

Human Factors : Physiological - Other

Human Factors : Fatigue

Human Factors : Workload

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

When we arrived and the door was opened we started to deplane the aircraft, a full flight, just as the first three first class passengers were deplaning, the cleaning crew started to enter asking if they could board to clean first class to start. The first class wasn't even deplaned. Only three people had deplaned while others were trying to get their bag down and deplane. I said no not at this point, which in turn the first cleaner gave me serious attitude. The Gate Agent came down, no mask on, with an attitude about us not letting the cleaners enter to clean. They had 12 people to clean, usually they have a shortage of cleaners. But we hadn't even had first class passengers cleared and they started coming on. I asked not yet, let the passengers deplane and this flight is a full flight. This is becoming a serious issue at times and passengers getting upset they can't deplane and usually the cleaners keep cleaning and not moving in so they can deplane. Understand at this time with COVID the importance of cleaning but passengers complain at me about cleaners not clearing so they could deplane. It's stressful enough with all we are dealing with no food drinks and upset passengers about what they can't have. Our passengers were moving quick and not stalling getting off. When they were off we couldn't get our bags and personal items together. The flight deck wasn't able to exit. I understand there is time a limit and all but this rushing is going to seriously cause problems with safety of crew and passengers. I was wrong possibly and maybe for which I will follow these memo's I forgot about from now on. Just trying to give our paying passengers a pleasant and safe flight including safe deplaning.

## Synopsis

Flight Attendant reported there was no social distancing by the aircraft cleaners during deplaning and also stated the Gate Agent was not wearing a face mask.



ACN: 1787877

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 7000

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1787877

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Function.Flight Crew : Check Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1787873

Human Factors : Workload

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Troubleshooting

## Events

Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Gate  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

On the ZZZZZ6 we were told to level at 7,000 feet for traffic. This was my 3rd trip on IOE and was practicing hand flying the departure. It was turbulent and we were in and out of IMC. Since we were extremely light due to light loads we were climbing at an extremely fast vertical speed. Passing through 6,000 I announced that I was going to use TCS to reduce the rate of climb to about 1,000 since there was traffic above and I wanted to avoid a RA. I corrected the VS to about 1,000 ft/min. I was not quick enough to override and reduce the autothrottles to avoid increasing airspeed. The airspeed quickly and momentarily increased to 270 knots as we were leveling at 7,000 feet. I reduced the autothrottles too late and while reducing them altitude deviated by 140 feet high. Both deviations were short and immediately corrected. Nothing was mentioned by ATC. We were later given higher once the traffic passed. The combination of hand flying in turbulent conditions in IMC and leveling at a low altitude with light loads was a recipe for distraction and error to occur. I could have eliminated some of these variables by engaging autopilot earlier or reducing autothrottles quicker. The CA and I debriefed and talked through what led to the event and how to prevent it in the future. I learned that when possible reduce extra variables that could lead to an error. I am new to flying with the company and new procedures, was hand flying in turbulent conditions and IMC, light loads with good performance, and was given a low level off. That is a lot of variables at once and the ones that I could control are the earlier use of automation to help alleviate some of the task saturation. Hand flying in turbulent conditions and maintaining altitude can be difficult and the autopilot can alleviate and sometimes do a better job to avoid deviations. Additionally I learned not to lag on overriding the autothrottles when using in FLCH mode. From this experience I feel that I can better identify and evaluate a handful of risks in a certain situation and will take prompt action to reduce these risks in a timely manner. The CA and I had a productive debrief and agreed on what variables led to the deviation and how to prevent in the future.

## Narrative: 2

Upon departure we exceeded the 250 knot speed limit in class B while leveling off. We sped to 265 knots for about 15 seconds while leveling off at 7000 feet. Aircraft was very light and a great deal of convective weather in our vicinity. This was a training flight with a new first officer who was hand flying the departure. The rapid climb rate and early level off instructions caught the First Officer off guard. The First Officer recognized the issue and overrode the auto throttles to get the aircraft slowed to 250 knots.

## Synopsis

Air Carrier flight crew reported an airspeed and altitude deviation due to weather, hand flying and having an aircraft with a light passenger load.

ACN: 1787396

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : IMC

Weather Elements / Visibility : Icing

Weather Elements / Visibility : Rain

Weather Elements / Visibility : Fog

Weather Elements / Visibility : Turbulence

Weather Elements / Visibility : Windshear

Weather Elements / Visibility.Visibility : 6

Light : Daylight

Ceiling.Single Value : 2000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Corporate

Make Model Name : Light Transport

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission.Other

Flight Phase : Takeoff / Launch

Route In Use : Direct

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 2500

Experience.Flight Crew.Last 90 Days : 30

Experience.Flight Crew.Type : 350

ASRS Report Number.Accession Number : 1787396

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Manuals  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Based on unfamiliarity with the FAA's COVID relief policy regarding medical duration's, I acted as PIC between ZZZ and ZZZ1 on date in a type aircraft with an unknowingly expired 2nd class medical (issued date). The unfamiliarity came from reading headlines in several industry publication emails about the FAA extending medical certificate duration's during COVID. I failed to follow up on these headlines to determine the extent of the extensions and therefore performed this flight under the assumption that medicals were extended indefinitely until COVID was over. I discovered my mistake after my coworker (in ground school) asked me about medical duration's in preparation for his private pilot written exam. I proceeded to search for his answer, and in the meantime recalled the COVID medical certification extension news. Upon finding and reading FAA orders describing the extension details, I discovered my certificate was subject to a two-month extension and expired date. Immediately I visited the FAA's AME directory and called several AME's because my AME has since closed their practice. I found several AME's (including my previous AME) to be no longer practicing FAA exams (some for several years), however they were still listed in the FAA directory. I finally found someone still in business and am in the process of scheduling an appointment with them at the earliest convenience. I have a flight today to/from ZZZ2 where I will sit the in the right seat only to provide an extra set of trained eyes and ears for the safety of the flight while not acting as PIC or SIC until my medical is renewed.

## Synopsis

Corporate pilot reported flying without a current medical.

ACN: 1787389

## Time / Day

Date : 202012

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 80

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Landing

Route In Use : Direct

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Commercial

Experience.Flight Crew.Total : 2342

Experience.Flight Crew.Last 90 Days : 3

Experience.Flight Crew.Type : 401

ASRS Report Number.Accession Number : 1787389

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance

Anomaly.Ground Incursion : Runway

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I had been delayed 1 day while performing a conditional inspection due to weather at the departure airport. Once in the air, I transited through the congested ZZZ1 airspace to return to my home airport. I contacted the ZZZ Control Tower once I exited the ZZZ1 airspace and read back instructions to make a downwind entry. I monitored the radio for other traffic in the airspace and flew the pattern. Once on the ground, I realized I might not have read back a landing clearance. Due to Coronavirus, I have been making limited flights, basically only to maintain currency. Because of this, I pay more attention to flying the airplane, while radio work is handled habitually, and I wasn't letting each radio transaction sink in, nor ensuring I make all the necessary calls. This leads to diminished piloting skills, and more practice is necessary to operate in congested airspace.

## Synopsis

Pilot reported a possible landing without a clearance and cited lack of flying as a contributing factor.

ACN: 1787174

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 1200

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Transport, Low Wing, 2 Turboprop Eng

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Private

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 2400

Experience.Flight Crew.Last 90 Days : 30

Experience.Flight Crew.Type : 500

ASRS Report Number.Accession Number : 1787174

Human Factors : Communication Breakdown

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew



When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Departed ZZZ1 and was given XXY.A departure frequency and after the fact it was XXY.B. I maintained VFR the whole time and was told I may have violated the Class Bravo airspace. Tower was closed at ZZZ1 due to COVID-19. A lot of confusion on the ground and with traffic in the air. I was VFR the whole time and contacted ATC when I landed in ZZZ2. Talked with Controller and explained my situation and filled out this report. No evasive action was taken.

## Synopsis

GA pilot reported entering Class B airspace without a clearance.

ACN: 1787156

## Time / Day

Date : 202102

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 19000

RVR.Single Value : 1000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase.Other

Route In Use : Vectors

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 700

Experience.Flight Crew.Last 90 Days : 30

Experience.Flight Crew.Type : 165

ASRS Report Number.Accession Number : 1787156

Human Factors : Other / Unknown

Human Factors : Physiological - Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I received the second dose of vaccine against SARS-CoV-2 (virus that causes COVID). The vaccine is highly safe and effective, but clinical data show that many people have minor side effects like fatigue, muscle pains, headache, and flu-like symptoms. The FAA requires a 48 hour waiting period after administration of this vaccine for that reason. I had not reviewed the FAA circular. I concluded that it would take longer than the flight I had planned for any potential side effects to develop, so I launched on a 4 hour flight. Towards the end of this flight, I made an unscheduled fuel stop and started to develop a mild headache. Recognizing that these might be symptoms related to the vaccination, I grounded myself. Later that evening, I developed symptoms that were severe enough that they would have presented a safety issue, had I been operating an airplane. I neglected to review the FAA circular in advance of this flight. A 48 hour delay after vaccination would have prevented the possibility of experiencing symptoms that could present a danger during flight.

## Synopsis

GA pilot reported receiving the COVID-19 vaccine and flying before the 48 hour wait period requirement. Pilot did not read the FAA circular regarding the vaccine and developed a headache during the flight.

ACN: 1786996

## Time / Day

Date : 202102

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 1200

## Environment

Flight Conditions : VMC

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Final Approach

Route In Use : Direct

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Airspace.Class B : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 11638

Experience.Flight Crew.Last 90 Days : 71

Experience.Flight Crew.Type : 9971

ASRS Report Number.Accession Number : 1786996

Human Factors : Situational Awareness

Human Factors : Time Pressure  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 20750  
Experience.Flight Crew.Last 90 Days : 90  
Experience.Flight Crew.Type : 10389  
ASRS Report Number.Accession Number : 1786995  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Human Factors : Physiological - Other  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Aircraft In Service At Gate  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On final [Runway] XXL ZZZ we were paired up with traffic on another runway in visual conditions. I thought the FO had selected TA on the transponder. After debriefing on the ground he told me that he was telling me to set TA on the transponder, but what I heard was transponder is set to TA. Inside ZZZZ [Intersection] at about 1,200 feet we got an RA Climb. I verbalized "We got to go." I surmised that the TCAS RA would be followed by a go-around. My communication was unclear. The traffic was in sight throughout the approach. The FO continued the approach and landed uneventfully. We should have gone around, but after debriefing I understood that the FO thought it might be unsafe to climb and go-around with the other traffic so close.

## Narrative: 2

With the A.P. and A.T. off, I was P.F. on the visual approach to Runway XX. ATC calls out traffic at our 2 o'clock that will be close to us for another runway. We call the Aircraft Y

traffic in sight and proceed inbound. Both the Captain and I are wearing masks (COVID), which I believe muffled my request to "Set to TA only." The Captain later said he thought I said "We're set to TA only." The approach continued normally with us going to managed speed, gear down, as we started down the glide slope inside the FAF. Just after I called for flaps 3 around 1,400 feet AGL, I noted the Aircraft Y a little above us and the appropriate distance to the right joining up with us. I was still slowing the aircraft at that moment, and the RA went off "Climb, Climb." I asked the Captain "We are not in TA only?" He responded "Well we are going to have to go." I momentarily considered going around, but thought continuing the approach was actually the safest course of action when the RA immediately stopped. We continued the approach and landed uneventfully. The RA happened the moment the Aircraft Y was joining the other localizer course. What I should have done is gone around. Following the RA is the right thing to do unless it is unsafe to do so.

## Synopsis

Air Carrier flight crew reported a communication misunderstanding between the pilots resulted in conflict during approach. The Captain stated they were both wearing face masks and that it may have contributed to the miscommunication as their voices were muffled.

ACN: 1786905

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 2

Altitude.MSL.Single Value : 3000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 12000

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Initial Climb

Route In Use : Direct

Airspace.Class C : ZZZ

## Component

Aircraft Component : Autopilot

Aircraft Reference : X

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 610

Experience.Flight Crew.Last 90 Days : 0

Experience.Flight Crew.Type : 580

ASRS Report Number.Accession Number : 1786905

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Airspace Violation : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While departing ZZZ1 for a direct flight to ZZZ2, I inadvertently climbed into ZZZ Class C airspace while heading 280. My plan called for climbing to 3,500 feet for the short flight. I completely forgot about the Class C airspace floor. Contributing Factors include: - Not being VFR current due to winter weather, Coronavirus limitations. - The autopilot on the plane was placarded "INOP". I typically set the altitude on the autopilot to 2,000 feet (100 feet below the floor) as a reminder for the airspace floor. - Air temperature was -X degrees C, which makes for great airplane climb performance. The last time I had flown was October, and the weather was much warmer. I was distracted by the great visibility and great climb rate. - This plane is part of a local flying club. Planes are at X different local airports, only one of which is under the Class C veil. It's sometimes hard to remember all the different nuances when you are flying different planes from different airports, and don't do it regularly. - I sometimes fly IFR. This provides additional protection from this type of excursion because you are talking to ATC continuously. I just have to be more focused about airspace limitations when flying VFR from this airport.

## Synopsis

GA pilot reported entering Class C airspace without clearance.



ACN: 1786873

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Relative Position.Angle.Radial : 110

Relative Position.Distance.Nautical Miles : 8

Altitude.MSL.Single Value : 3000

## Environment

Flight Conditions : IMC

Weather Elements / Visibility : Rain

Weather Elements / Visibility.Visibility : 8

Light : Daylight

Ceiling.Single Value : 1500

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase : Climb

Route In Use : Direct

Airspace.Class E : ZZZ2

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Instructor

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 1878

Experience.Flight Crew.Last 90 Days : 33

Experience.Flight Crew.Type : 2

ASRS Report Number.Accession Number : 1786873

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Distraction

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was providing instruction on new avionics for a client in Aircraft X. An IFR flight plan was filed by my client on his certificate. I briefed prior to engine start that he was PIC and that I was there to provide insight on the use of his new GTN 750. He had flown previously with this equipment, based on what he had told me. This was our first flight together in his aircraft. Prior to taxi, I reviewed with him how to load and activate approaches in his new GTN 750. He seemed familiar with its use and only asked a couple questions prior to departure. His knowledge of the features was adequate when I queried him on the unit. After takeoff from ZZZ Runway XXR, we were given a left turn to a heading of 070 and a climb to 3,000 feet. He engaged the autopilot at about 1,000 feet AGL. My client requested from ZZZ Approach the RNAV Y XXR but asked for a non-standard transition. He stated that he wanted the RNAV Y XXR to ZZZ "via the ZZZZZ transition." This is not a published transition and not what we briefed prior to departure. We had briefed previously that he would ask for vectors for the approach and he would repeat that same approach three times to increase familiarity with the equipment and its use in the approach environment. A short time later, we were given the instruction to climb to 3,000 feet and after that, to "turn left direct ZZZZZ." The autopilot began turning the aircraft to the right, presumably because he had switched from HDG mode to NAV mode without my knowledge. ATC queried and he once again read back the left turn. By the time I caught the erroneous turn direction and autopilot setting, the aircraft was well into the right turn. ATC then requested that we continue the right turn "since we were already turning right and I have to keep you away from other traffic." My client did as instructed and I queried ATC to confirm that we would overfly the ZZZZZ waypoint, then proceed outbound for the full approach. I apologized for the error on that same radio call. ATC responded in the affirmative, then cleared us for the approach. No further communication about the incorrect turn direction was made and the rest of the flight proceeded without incident. My client and I debriefed this issue and shared the lessons we learned. We both looked at this with an eye toward learning and future improvement. First, I reminded him of the importance of flying what we brief and that we will commit to always do so in the future. Second, as his flight instructor, it was my responsibility to catch the turn error and take control -- an effort I began but could not finish before ATC requested that he continue the right turn. Third, reliance on the autopilot worked against us and I suspect he switched from HDG to NAV mode without my noticing, initiating the right turn direct to ZZZZZ. Finally, business has been slow due to COVID and I have not been instructing as much as I normally would. I feel this last point is perhaps the most important one. As the pandemic has continued for nearly a year now, its effect on skills as pilots and flight instructors is being felt industry-wide.

## Synopsis

Instructor pilot reported a track heading deviation during a training flight with a student.

ACN: 1786858

## Time / Day

Date : 202102

Local Time Of Day : 1801-2400

## Environment

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 23000

Experience.Flight Crew.Last 90 Days : 210

Experience.Flight Crew.Type : 1000

ASRS Report Number.Accession Number : 1786858

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

As I was pre-flighting the aircraft before the passengers were boarding, I noticed that ALL of the cleaners onboard the aircraft did not have a mask on around their nose and mouth. Most of the cleaners had their mask only around their chin, some didn't have any mask on. This is a federal mandate, and a company requirement to wear a mask, yet the rule is not being followed. There's no enforcement. Plus, there was no air connected to the aircraft, so there was stagnant air. This was an unsafe environment. I see this on just about every flight, which is 1-4 legs/day. I'm also seeing at least 20% of the passengers in the boarding area or walking in the concourse not wearing any mask, and some are just wearing the mask around their mouth only. There is no enforcement. I'm seeing this at every airport I've been to in the domestic system. This Federal Mask Mandate is a complete joke. Airports are not safe if 20%+ of the passengers are not wearing masks. These people are not drinking or eating, so there's no reason why they are not wearing a mask.

## Synopsis

Air carrier Captain reported observing a cleaning crew onboard an aircraft not wearing face masks correctly. Pilot also reported people in terminal not wearing face masks correctly.

ACN: 1786767

## Time / Day

Date : 202102

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Flight Phase : Descent

Route In Use : Direct

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Check Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1786767

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Fuel Issue  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Diverted  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Procedure

## Narrative: 1

The FO was on the very first leg of OE. The flight proceeded perfectly until arriving in the ZZZ1 [airport] terminal area. ZZZ Center descended us and never handed us over to the local [ZZZ] TRACON. Instead, we were told to expect holding instructions. It was clear the Center Controller was very busy (he was doing an exceptionally good job). Instead of issuing holding instructions we were asked where we wanted to hold. We told him we wanted to hold at ZZZZZ [Intersection], the initial approach fix for the ILS Runway XX to ZZZ [airport]. He issued instructions to hold south. We asked if we could hold north inbound, right hand turns. He issued instructions 'cleared as requested' with no EFC. He asked how much fuel we had onboard and we replied 2 hours. I didn't push the EFC because it was clear he was saturated and we were holding at 11,000 feet above a lower layer in VFR conditions. ATC explained to other aircraft that ZZZ [TRACON] was ATC Zero and he was the only Controller handling all aircraft going into and out of 4 controlled fields. It was difficult to simply get a break on the frequency so I decided to just be patient. We had been sending ACARS messages to the company enroute and didn't get any responses, this is not that unusual, usually Dispatch will reply with 'OK' but not always. When we were issued holding instructions we sent Dispatch an ACARS message "Holding at OM for Runway YY ZZZ, no reason given" and once again, we did not receive a reply. Incidentally, I instruct all my OE pilots, as I did in this instance, to look for the "VHF IN PROGRESS" display after selecting SEND on an ACARS message to be certain the unit actually sent the message. In all cases it did. The airport pages indicated that ZZZ2 [airport] was just XX miles away and we knew they were not affected by this situation. The weather at ZZZ2 was also good. Our FMC fuel reserve was 4.0 since we had no alternate. At first I wanted to use 7.0 as a decision point on fuel. My thought it would probably take 20 minutes to get to ZZZ2 if needed and I wanted a cushion so I added 3.0 to the FMC fuel reserve to make my decision. If we hit 7.0 on the fuel it would be time to contact Dispatch and go to ZZZ2. While we were doing all this ATC was relying on us to contact aircraft going into and out of the airports below to issue instructions. Needless to say we were a bit busy. We were told to descend first to 8,000 feet in the hold, then to 6,000 feet. On several occasions VFR aircraft popped up on our TCAS (no alerts were issued) as we were holding in Class E airspace above the ZZZ Class D and the ZZZ1 Class C. We were keeping a keen eye outside. At one point ATC issued instructions to climb to 8,000 feet in the hold for traffic. Again, the Center Controller was doing an exceptionally good job. We were told on several occasions what our sequence was going into ZZZ, third,

then second, then next. Our intent, of course, was to get into ZZZ safely. ATC was issuing phone numbers for aircraft to call when on the ground. I was a bit confused as to why, I thought the towers were open, but paid it no mind. We heard the Controller mention COVID as the reason to another aircraft. Unfortunately, the aircraft landing ZZZ in front of us, Aircraft Y failed to call the phone number. This haunted ALL landings into all 4 airports. The Controller explained to another aircraft that his procedures precluded him from clearing any other aircraft for approaches into any of the four fields until had had a cancellation from the Aircraft Y. In fact, ATC had us attempt to call him on the frequency. I considered whether we could get in VFR but we could not get down into the class D with ZZZ Center and there was a layer between us and the field (I've forgotten where it was but probably about 3,000 feet). I then considered our fuel considerations, rather than using the 4.0 FMC fuel reserve I decided to use the actual FAR fuel reserve of roughly 3.6. The FO stayed on top of duties not only contacting other aircraft but complying with my requests as the flying pilot very well. Finally, when we reached 6,600 pounds of fuel remaining I asked the FO to contact Dispatch via ARINC phone patch. We had already looked at the ARINC Services page in the Jepps early on and determined that ARINC had a surface on ground frequency of XYX.XZ at ZZZ1, and we would be able to get a hold of them down low. I asked FO to come up with a diversion plan. FO worked with Dispatch who recommended ZZZ2 (of course) and said the fuel required would be 1,100 pounds at 10,000 feet. This seemed too low, I didn't see how we could climb to 10,000 feet, fly XY miles, and shoot an approach and landing on 1,100 pounds (and change) of fuel, so we declared minimum fuel and requested an immediate direct vector to ZZZ2. At no point did we use the words 'Mayday' or 'Emergency'. We were instructed to fly a heading (I believe it was 045 degrees) and issued climb instructions to 10,000 feet. We immediately complied and began to set up for an approach into ZZZ2. The FO did a great job juggling responsibilities, getting ATIS and setting up for the approach, contacting ZZZ1 local, etc. At one point ATC queried our fuel status and the FO initially used the word Emergency but then quickly corrected and said we had declared Minimum Fuel. We landed on ZZZ2 Runway XXL with 3.7 on the fuel. We pulled off the runway and asked ATC for a position where we could sit and call the company. We called Dispatch on the cell phone and were instructed to go to the 'Maintenance Ramp.'" We complied and were met with a follow me car where we parked, right next to an aircraft with a full load of passengers (obviously there for the same reason, we were later joined by another aircraft). We were immediately met with a set of stairs and a representative who asked what we needed. Dispatch immediately gave us a field load and we ordered thirteen thousand pounds of fuel. We arranged for the proper fuel load. It took some time for the fuel truck to arrive. We then had to coordinate getting paperwork to the aircraft. While Dispatch and the team did a great job of getting that all set up, the young lady driving back and forth had to go quite a ways to get our paperwork which took a great deal of time. Once we had our paperwork we were able to depart for the short flight to ZZZ. We completed the legs without further incident. I am uncertain what drove ZZZ TRACON to close, whether it was a scheduled cleaning due to COVID or some type of emergency. We reviewed the ATC and FIR NOTAMS and did not have anything mentioning the closure. Clearly this was the beginning of the delay. Then, it was further exacerbated by the crew of Aircraft Y jet failing to call the phone number after landing. Had they called we were next to be cleared to land and we would not have diverted. Several suggestions: We need clear and concise ACARs policies in the FOM. Each and every time Dispatch receives a message from a crew inflight they should ALWAYS reply. Perhaps this is a policy with Dispatch, but since it is not in the FOM and once in a while we do not hear from them we have no idea and I was not concerned about not getting replies, until we mentioned holding to them and I got no reply. That's when we hopped on the ACARS Services chart and noted that ZZZ1 had a ground based frequency and we could reach them from our holding position (incidentally, many of our pilots don't even know that table exists). Second, It is not unusual for ACARs not to work.



This needs to be cleaned up. We are constantly writing up aircraft for 'NO COMM' and ACARS failures and they don't work. Honestly, I'd say ACARS works correctly about 2/3 of the time, certainly not the spirit of FAR 121.99. Granted we have ARINC, but crews will rely on ACARS just to find out after the fact that dispatch never got anything from us. Next, if this was a scheduled COVID cleaning we should have known they were going ATC Zero before we arrived in the terminal area. Dispatch was even caught off guard about it. ATC must develop a means of communicating this so we don't find out so late in the game. They should also consider issuing a TFR. Perhaps the FAA should consider a new type of TFR for COVID. Frankly, I am a small aircraft owner and use it frequently. I don't want to be told I can't fly over class D airspace while in Class E airspace simply because they are cleaning TRACON. On a beautiful sunny day there are going to be aircraft all over. If I were flying GA in the area and knew the TRACON was down I'd probably stay away just because I don't want to get run over by a transport. Finally, the company should consider what paperwork we REALLY need at the aircraft. For instance, we can already get performance via ACARS. We can pull up our NOTAMS on our tablet. That would leave signing fit for duty and the release. Perhaps we could give Dispatch all the pertinent info (they already had the ZFW weight and balance) so all they needed was fuel onboard and they could simply give us the necessary numbers for departure. Next, send us an ACARS message for signatures - we could print 2 of them and leave one with the rep on the ramp. Had we been able to do that we would have been out about an hour earlier and would NOT have taken another delay. Incidentally, we obtained our PDC via ACARS in ZZZ2 correctly and it worked properly all the way back, including the summary page.

## Synopsis

Air Carrier Captain reported the unannounced closure of a TRACON that was possibly due to an "ATC Zero" event caused a divert for fuel. Captain reported there was only one ATC Controller working multiple positions.

ACN: 1786572

## Time / Day

Date : 202102

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 2600

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 1489.72

Experience.Flight Crew.Last 90 Days : 59.43

Experience.Flight Crew.Type : 1489.72

ASRS Report Number.Accession Number : 1786572

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While on an OE Refresher flight, I was the PM and my FO student was on his first PF leg in about 9 months due to being non-qualified during the COVID crisis. We were on a right down wind with a clearance to descend 2,000 feet. We were told to stop our descent and we leveled off at 2,600 feet. ATC alerted us to a helicopter crossing our path at 2,000 feet. We reported him in sight and ATC turned us for a right base. When we were clear of the traffic we were cleared to 2,000 feet and then for a visual approach with the airport in sight. The FO called for gear down just outside the marker and managed the speed at the marker. We were at 170 knots at the time. We had planned for a flaps 3 landing. With our encounter/**interruption with the close traffic we didn't take into account that the** marker was 3.4 miles from the runway and at 1,200 AGL. With the glide slope captured and a planned flaps 3 landing the airplane was having a hard time slowing down. I pulled the speed brakes to assist the aircraft and the FO was slowing the airplane down. I pulled them just inside the marker and stowed them a few seconds later when the airspeed was near Vref. What I didn't realize was I had left them extended below 1,000 feet. I think part of the issue is the approach seems a little nonstandard (standard: 5 NM, 1,500 feet AGL) and sneaks up on you with the marker at 3.4 NM from the runway at 1,200 feet.

## Synopsis

Air Carrier Captain reported an unstable approach.

ACN: 1786543

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 16

Altitude.MSL.Single Value : 3500

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Ceiling.Single Value : 12000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Initial Approach

Airspace.Class C : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Private

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 6500

Experience.Flight Crew.Last 90 Days : 2

Experience.Flight Crew.Type : 5000

ASRS Report Number.Accession Number : 1786543

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Due to COVID-19 and family issues there has been a considerable limited amount of flying. I am flying practice flights to regain proficiency in all aspects. Did not call in to Approach until 16 miles from ZZZ instead of the required 20 miles. It was a miss communication caused by time away and now getting back into the system after the layoff. This is why I am practicing in VFR conditions with various phases of flight.

## Synopsis

GA pilot reported not contacting ATC at the required DME due to lack a of flying time during the pandemic.

ACN: 1786524

## Time / Day

Date : 202101

## Place

Locale Reference.ATC Facility : ZZZ.Tower  
State Reference : US  
Relative Position.Distance.Nautical Miles : 6  
Altitude.MSL.Single Value : 4500

## Environment

Flight Conditions : VMC  
Weather Elements / Visibility.Visibility : 10  
Ceiling.Single Value : 12000

## Aircraft

Reference : X  
ATC / Advisory.Tower : ZZZ  
ATC / Advisory.TRACON : ZZZ  
Aircraft Operator : Personal  
Make Model Name : Small Aircraft  
Crew Size.Number Of Crew : 1  
Operating Under FAR Part : Part 91  
Flight Plan : None  
Mission : Personal  
Flight Phase : Initial Climb  
Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Personal  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Single Pilot  
Qualification.Flight Crew : Private  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 6500  
Experience.Flight Crew.Last 90 Days : 2  
Experience.Flight Crew.Type : 5000  
ASRS Report Number.Accession Number : 1786524  
Human Factors : Communication Breakdown  
Human Factors : Training / Qualification  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Due to COVID-19 and family issues there has been a considerable limited amount of flying. Flying practice flights to regain proficiency in all aspects. Assigned a heading and altitude of 2,500 feet on departure from ZZZ. If given a change to ATC I missed the call, but do not remember hearing it. I climbed to 4,500 feet which was my flight altitude. I was told by Tower to go to Departure. Departure stated I climbed to an unauthorized altitude as there was possible traffic. Was not allowed above 2,500 feet. Miss-communication and getting back into the system after the layoff. This is why I am practicing in VFR conditions with various phases of flight.

## Synopsis

GA pilot reported an altitude deviation during departure and cited lack of flying as a contributing factor.

ACN: 1786502

## Time / Day

Date : 202102

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : No Aircraft

## Person

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1786502

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Maintenance

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

Due to the nature of wearing a mask due to COVID-19, it contributes to a couple safety concerns. It is a matter of time before there is a serious injury or damage due to the policy of wearing a mask the entire time while on airport property. I have been involved in a couple of close calls and have seen issues with my coworkers as well. First off, the communication issues. We already have issues with radio communication and I know there have been reports filed in the past for this. However, now there is another issue involving the wearing of masks and trying to understand what the person is trying to say. The voice is usually muffled or broken up and hard to understand. Most of the time requiring the person receiving the transmission to ask the other person to either repeat or in some cases just misunderstands the call. Throw in the inherent environmental noises from jet engines or air conditioning packs and other loud noise, communication becomes very difficult at times. As you can imagine, this can easily become a safety issue especially in times of urgency or clearing of flight control movement or other tests and engine runs. Second, visual impairment. The wearing of masks impairs your line of sight looking down. In order to actually see the ground in front of your feet, you need to actually bend your neck down to move your head to see and while you are looking down with your head down, then that is when you end up walking into something. You are unable to just look down. The obstruction has caused many trips due to the obstacles of power cords, tow bars, tools, steps on ladders, walking in cargo pits, and weather related issues, such as ice and snow. These are just a few of the most common items, but the list is endless. Also, when wearing safety glasses or prescription glasses or sunglasses, there is the issue of



them constantly fogging up. Especially in colder weather. This just compounds the issue with not being able to see what is in front of your feet. The easiest and fastest way to fix this is to not require the wearing of masks. Maybe only wear a mask while stationary and unable to social distance as long as it doesn't affect your job. TSA does give an option to not have to wear a mask if it is a safety concern as stated in the TSA website for the Executive Order. So my suggestion is to make the determination that due to a safety risk, the safety guidelines need [to] be changed to make masks optional on the individuals choice, depending on the job he or she is involved in due to the reasons stated above.

## Synopsis

Maintenance Technician reported safety concerns related to the having to wear a face mask while performing job duties on airport property and suggested the requirement guidelines should be revisited.

ACN: 1786435

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 17000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1786435

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1786437

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

During Climb we Leveled at 17,000 departure switched us to ZZZ Center on XYZ.AA. Upon check in with ZZZ Center we were given the clearance to climb and maintain flight level 290 and 270 knots. The Captain who was the pilot Monitor at the time read back those instructions and I set the altitude preset to FL290. During the climb coming through approximately 220/230 we were given traffic at our 2 to 3 o'clock which wasn't a factor. Then while climbing through FL250 ATC called us asking what our altitude was, he then told us that we were assigned FL190. He then cleared us to FL300. Flight continued without further issue. As pilots we take responsibility for any deviation of this nature and if there's questions it is our duty to ask and ask again to repeat if needed. I have however, noticed that since we've started flying more frequently since COVID that there are many more miscommunications on the radio than normal. I think we need to recognize that with what's been happening with COVID over the last year we as a group have lost a little proficiency especially with regards to radio calls and procedures. A lot of us have been out on the leaves that includes both pilots and controllers. The only way I can think of to mitigate this is that we're gonna have to slow it down, make sure that we have it right before we do anything. Maintain a vigilant watch, both on the aircraft and the radios.

## Narrative: 2

after copilot (pf) leveled at 17000', dfw departure control handed us off to ft worth center (ftwc) on 127.000. upon checking in with "aa461 level 17000'", i (ca-pm) heard ftwc say for us to climb to fl290 and maintain 270kts. I read back climb to fl290 and maintain 270kts. with the added narrative of 290 on the "altitude" and 270 on the "speed" to avoid any confusion between the two. the cp (pf) set 29000 in the altitude window and we both pointed at it confirming what we both heard. ftwc then additionally called traffic at our 2 o'clock, (do not recall distance and alt.), I replied, negative contact, looking. minutes later at 1917z and Passing through fl250, ftwc asked us to say alt, I replied FL250, climbing FL290. Fort Worth Center said, "Say again?" and I repeated. Fort Worth Center then said, "I assigned you FL190 for traffic". I replied, "roger". Fort Worth Center then told us to climb and maintain FL300 (our final altitude) and contact center on the next frequency. following the read-back, I asked if there was any loss of separation from the previously called traffic. Fort Worth Center, replied, "No, thank God." we never received any TCAS alert nor did we ever see any traffic displayed on the nav display (ND). I read back the

altitude and speed in two different ways. Maybe state "FL290", "twenty-nine on the altitude", in the future?

## Synopsis

Air carrier First Officer reported an altitude overshoot and cited loss of pilot/ATC communication proficiency due to lack of flying as a contributing factor.

ACN: 1786330

## Time / Day

Date : 202102

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1786330

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Troubleshooting

Communication Breakdown.Party1 : Dispatch

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Dispatch

When Detected : Aircraft In Service At Gate

Result.Flight Crew : Returned To Gate

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I had been concerned with the aircraft even making it into ZZZ due to runway conditions and crosswinds at the time of landing. My focus then turned to being able to depart from

ZZZ and making sure we had the fuel necessary for deice, and that braking conditions did not continue to deteriorate, as there were some reports of braking action being poor. The first alert I can find referencing a ZZZ Center closure was at XA:20L. There were several emails that followed, however due to the weather and runway conditions I was dealing with in ZZZ, and the multitude of messages coming through, it did not register that my flight would be affected by the ZZZ [Center] closure. Had we departed on time, and not been delayed for deicing, we would have entered the airspace in time to continue as normally scheduled. Our departure time was XA:50Z. The first fix into ZZZ [Center] airspace was ZZZZZ [Intersection], which is roughly 5 NM from the airspace border. To reach ZZZZZ [Intersection] based on my filed flight time took 1hr and 25 minutes, which would have put us into ZZZ [Center] at XC:15Z, with a 1 hour and 15 minutes buffer. At XB:54Z, I ACARSeD the flight as they were close to their 1 hour Top of Descent Point, and I wanted to check in. At this time I was going through my email inbox, and we were receiving a lot, when I realized my flight would be affected by the closure. Once I realized this, I immediately called my coordinator, who verified that the NOTAM for the airspace closure did not allow us to even drop down once entering the airspace, and was only published for overflights, and at XC:00Z I ACARSeD to return to gate, since even if they departed immediately, which they had just started the deice process, they would be pushing it to make it into the airspace in time (they were already filed fast). The flight returned to gate and was delayed several hours in order to allow for arrival to ZZZ [Center] after it opened at XF:30Z. I missed the original emails stating the closure which would have given myself, the crew, and the coordinator a heads up to be careful of our times deicing. It is hard to check every email. For ATC-0 events, I believe there should be other forms of notification to dispatchers to prevent this from happening. I do not believe ATC-0 NOTAMs attached for pilot paperwork, as the Captain said he did not see it, and reviewing the paperwork, I did not either.

## Synopsis

Dispatcher reported receiving an ATC Zero event notice too late, the flight was already taxiing for takeoff, and then having to notify the crew to return to the gate for a several hour ATC delay.

ACN: 1786187

## Time / Day

Date : 202102

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

ATC / Advisory.Tower : ZZZ1

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission.Other

Flight Phase : Takeoff / Launch

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 105

Experience.Flight Crew.Type : 12000

ASRS Report Number.Accession Number : 1786187

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Last 90 Days : 124  
Experience.Flight Crew.Type : 5511  
ASRS Report Number.Accession Number : 1786203  
Human Factors : Workload  
Human Factors : Time Pressure  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Runway  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected.Other  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

At the gate we received a message that we needed to push early, or on time, due to ZZZ Center closure for COVID cleaning. We pushed back and taxied west route to Runway XL. Halfway down the taxi, by [Taxiway] 1F on [Taxiway] 1, we received a takeoff clearance for [Runway] XL. As I pulled out onto the runway, the FO advised me I entered the runway at [Taxiway] 1D and not [Taxiway] 1C full length. I started a back-taxi for full length and we received a clearance from Tower at [Taxiway] 1D for cleared for takeoff, and we had traffic on four-mile final. When we took off we were between [Taxiway] 1C and behind [Taxiway] 1D. Additive conditions were being off for three weeks. Takeoff at night on unfamiliar runway direction usually is [Runway] XXR. Getting takeoff clearance almost one minute prior to takeoff during taxi. ATC zero hour for destination COVID cleaning was a distraction trying to get off in time before ATC closure.

## Narrative: 2

While taxiing to [Runway] XL for a nighttime departure, we were cleared by the Tower to line up and wait well ahead of the runway end, roughly [Taxiway] 1F. As we had just completed the Before Takeoff Checklist after a single engine taxi and engine start, I was a bit behind in setting the Departure frequency. I went into the EFB to find the frequency, and when I looked up I realized we were turning onto the runway at [Taxiway] 1D. I alerted the Captain that we weren't at the end. At the same time, Tower advised us we were at [Taxiway] 1D, but cleared us for takeoff with traffic on four-mile final. The Captain had already started a bit of a back-taxi, and upon hearing the traffic report we



discontinued the back-taxi, lined up and departed. We were not at the very end, rather somewhere between [Taxiway] 1C and [Taxiway] 1D, but behind [Taxiway] 1D. Upon reflection, we decided that our takeoff data may not have been valid since we were not sure of our start point. Additive conditions were an ATC zero hour at destination and the Captain admits his three weeks off prior to our day put him a little behind. I also didn't advise that my head would be down while taxiing out. Better verification of runway departure point and better awareness of taxi diagram.

## Synopsis

Air Carrier flight crew reported a taxiway/runway incursion and cited being rushed to beat an ATC Zero time contributed to the event.

ACN: 1786115

## Time / Day

Date : 202102

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Attendant : Other / Unknown

ASRS Report Number.Accession Number : 1786115

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

## Narrative: 1

There are several concerns regarding the long term wearing of face coverings on an airplane. There is a reduced oxygen environment while in-flight. It is difficult to breathe normally with more layers and there are many studies that I am concerned that our company and the CDC do not take into account. The time of useful consciousness at 41,000 feet does not allow enough time for customers to get on supplemental oxygen and take off their face coverings at the same time. Time of useful consciousness is roughly 9-12 seconds. If a face shield is worn in addition to a face covering it takes even longer for non-trained customers to don O2 masks. In addition, the face covering takes away senses of smell to properly detect issues on board the airplane in the event of a biological mishap **or a potential fire. Security concerns remain regarding covering a passenger's face** along with flight attendants for cockpit entry and exit procedures to properly verify identities. Wearing a mask during critical phases of flight continue to be concerns when it comes to quickly communicating.

## Synopsis

Flight Attendant reported concerns regarding face mask policy and how passengers would react in the event of a rapid depressurization.

ACN: 1786082

## Time / Day

Date : 202102

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission.Other

Flight Phase : Cruise

## Person

Location Of Person.Other

Location In Aircraft.Other

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1786082

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Time Pressure

Communication Breakdown.Party1 : Dispatch

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Inflight Event / Encounter : Fuel Issue

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Diverted

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

After departure from ZZZZ [Airport], while enroute, ZZZ Center announced a closure from XA:Y0z-XC:Y0z. The NOTAM announcing the closure did provide routing through ZZZ

Center during the closure. Flight AB approached the northern border of ZZZ Center at XB:Y0z and was placed into holding to allow 10 nm of separation between aircraft in a non-radar environment. Flight AB was informed to expect further clearance at XA:X0Z. Because the closure was not known at the time Dispatch prepared the release, the additional fuel needed was not planned. Flight AB was released with 17 min RPF fuel and no contingency fuel. The Captain called Dispatch on SATCOM at XB:Y5z and briefed the enroute delay. Captain was not comfortable delaying until XA:X0Z and diverted into ZZZ [Airport]. ATC Center COVID cleanings come with relatively short notice i.e., no more than 6 hours. For lengthy flights such as this one, additional contingency fuel even with excellent destination weather would have provided more options.

## Synopsis

Dispatcher reported the information regarding an ATC Zero event was not received in time to change the aircraft's fuel load and prevent a diversion.

ACN: 1785965

## Time / Day

Date : 202102

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : IFR

Airspace.Class A : ZZZ

## Person

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Developmental

ASRS Report Number.Accession Number : 1785965

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Human Factors : Workload

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Confusion

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

ZZZ1 ARTCC went ATC zero from XA-XB: X0p local. Sector X was required to get ZZZ [Airport] arrivals down to 9,000 feet at ZZZZZ [Intersection], near ZZZ [VOR]. The reason for such an early descent was to get them below departures which were supposed to be at

10,000 feet southbound filed over ZZZ [VOR], which kept them out of ZZZ [ARTCC] XY airspace that was ATC zero. The arrivals were given certain routing which had them go through ZZZ1 [ARTCC] XY ATC zero airspace. We couldn't turn the arrivals to stay out of that airspace because the departures were sometimes coming out at altitudes other than 10,000 feet, and we couldn't see limited [Data Blocks] because radar coverage stopped.

**Plus, this was the coordinated routing so we weren't sure that we should take them off** of it anyways. The paper that we were given that served as our 'briefing' on the event, had information to give the aircraft from Sector X to ZZZ Approach. This would have been fine, except ZZZ1 Approach was open and their airspace is between Sector X and ZZZ2 Approach. There needs to be better communication for the safety of the airplanes and controllers. Why were we allowed to fly through a portion of ZZZ1 [ARTCC] with the arrivals, but the departures had to wait. And, if we were supposed to turn the arrivals; or if we were allowed to climb the departure on contact, that needed to be better communicated to the Controller. also, when these route or procedures are being created, they need to have all facilities involved, so that the information we receive is actually pertinent and usable.

## Synopsis

Center Controller reported an airspace deviation and cited confusion due to another Center going ATC Zero contributed to the event.

ACN: 1785903

## Time / Day

Date : 202101

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Component

Aircraft Component : Unknown

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Door Area  
Cabin Activity : Boarding  
Cabin Activity : Deplaning  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1785903

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Pre-flight  
Result.General : Maintenance Action  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

Narrative: 1

Problem with slide bustle and slide, no action or inspection by maintenance. Possible contact with COVID-19 passenger in which no actions were taken by company to protect passenger and crew from possible virus contact. Suggestion - New overhaul of employee management actions. Ill passenger sat on the slide bustle in front galley for more than 5 minutes. I asked if a mechanic could look at the slide and bustle to make sure that they were intact but was ignored. It was more important to get the flight out.

## Synopsis

Flight Attendant reported possible exposure to COVID-19 and cited no action on the part of the company. Flight Attendant also stated a reported slide bustle maintenance issue was also ignored.



ACN: 1785691

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 36000

## Environment

Weather Elements / Visibility.Other

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Small Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ

## Person : 1

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 19500

Experience.Flight Crew.Last 90 Days : 180

Experience.Flight Crew.Type : 12000

ASRS Report Number.Accession Number : 1785691

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 2400  
Experience.Flight Crew.Last 90 Days : 100  
Experience.Flight Crew.Type : 750  
ASRS Report Number.Accession Number : 1785699  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

At approximately XA:45, I realized it seemed to have been sometime since I had heard from the Controller. This is not entirely unusual. Due to the pandemic, there are times of much less radio chatter. In fact, several times a week, there are periods where nothing is said by anyone on frequency for lengths of time as long as 20-40 minutes save the occasional "You still there?" It seemed to have been a bit longer than normal, so we called on our last assigned frequency. We heard nothing so I tried Guard and heard nothing. Unbeknownst to me the volume of the radio receiving Guard was accidentally turned down. As I was trying Guard my copilot found a frequency on the chart, made radio contact and was given the proper frequency we should be on. We re-established communication with ZZZ Center. All seemed fine, until the hand-off came with a phone number for possible pilot deviation. Upon arrival at our destination I called the number I had been given. The Controller I spoke with asked if I knew why I was given the number to call. I told him I believed it was due to lost radio contact. He said it was. We then discussed how this might have happened and things to do to re-establish radio contact. He then said it seemed to him we had never been given a hand-off. He also said that sector was very busy at the time the incident occurred. I have no doubt they were. I suspect they were even a bit understaffed due to the pandemic. we concluded our conversation and thanked each other. My copilot and I spent considerable time discussing how this might have happened and how to prevent it in the future. But it must be noted there is no recourse for pilots that find themselves in this situation. There is also no sure way of completely preventing this type of situation. Pilots have no way of knowing when a hand-off should occur or when they have reached a specific time limit. Sometimes we check on, only to be immediately handed off with "short stay, contact center on XYX.AB". Other times we listen for long periods time listening to a completely silent radio. Those long periods of silence do not help at all. They only make the silence seem normal. Maybe controllers should be required to inform us, at check-on, how long or how many miles we

can expect to be with them. They always seem to have an idea how long we will be in contact with them.

## Narrative: 2

At approximately XA: 45 local, at FL360, in cruise, we noticed that we hadn't heard from Center in quite some time. During these times of COVID, it has become commonplace to go for long periods of time without hearing anything from Center or other traffic, especially in remote portions of the US. With the frequent occurrence that the only radio traffic heard is a pilot asking "Still on?" just to make sure someone is still out there, it is impossible for a pilot to determine at what time/distance interval, he should be expecting contact, a hand-off, or any other instruction from ATC. This was the case on date. During a long cross-country flight, we went for what seemed a long time without hearing anything from Center. We acknowledged the fact and I keyed the mic to interrogate Center. There was no response. I tried again and even switched to the previous frequency, just in case. Still no joy. Pulled up the sectional to find the nearest Center and discovered ZZZ Center, Area X on frequency. Called out to this Controller who brusquely inquired who we were, where we were, and informed us that we were on the wrong frequency, providing us with the correct one. We immediately switched to the appropriate frequency, received a response and continued on our way. Shortly thereafter, we received a call from Center that we had a possible pilot deviation and they had a number for us. Number was copied, remainder of the flight continued without incident. Upon landing, we reached out to the Center phone number, who informed us that, after reviewing the recordings, we had not been handed off to the next sector, and it was no fault of ours. Easy enough. Controller called back a few minutes later, stating that the previous sector had filed a report on the incident, and needed pilot license number, etc., for the reports. This brings me to the point where I ask, what can be done in this situation? There is clearly no exact location where an aircraft is handed off to another sector/center/controller. There is no exact amount of time flying through a sector before a switch is made. What can we, as pilots, do to help with this situation? Obviously, I cannot do my job as a pilot AND do the job of the controllers on the ground, so where is the happy medium? Is there a guideline of the appropriate amount of time to go without hearing from ATC before inquiring? Should we set a timer after each hand-off, or create a GPS way-point a certain distance down the line? It can be argued that "I have a number for you to call, advise when ready to copy" are the most stressful **13 words heard in a pilot's day. It generates fear, concern, trepidation and second** guessing of the skills and abilities that we spend years honing and decades perfecting. When we make mistakes, that is a definite way to bring attention to the problems and help find a solution. What recourse do we have when a controller makes the mistake? We spent the remainder of the flight and, arguably, the next 24 plus hours, stressing over what we should have done, when we should have checked in, how were we supposed to know, etc.

## Synopsis

Air Taxi flight crew reported not hearing ATC for a while during cruise. Reportedly, they had not been properly handed off to the next Center.

ACN: 1785690

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 2800

## Environment

Weather Elements / Visibility : Cloudy

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 2500

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase.Other

Route In Use : Vectors

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Reporter Organization : Personal

Function.Flight Crew : Instructor

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 6200

Experience.Flight Crew.Last 90 Days : 150

Experience.Flight Crew.Type : 1

ASRS Report Number.Accession Number : 1785690

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were doing approaches on an IFR flight plan because ATC currently won't allow practice approaches due to, we were told, coronavirus staffing levels. Being on an actual IFR flight plan increased the complexity of what should have been simple currency training in visual conditions to get instrument currency. The aircraft, an Aircraft X type, was newly purchased and had been flown VFR by my student (I trained him and signed him off for an instrument rating; he passed on the first attempt almost a year ago), but he had yet to take it IFR. It is nicely equipped with two Dynon combination PFD/MFD's and a Garmin GPS NAV/COM. I have 1000-2000 hours on Garmin products, both GPS and G1000 systems, but only about a dozen hours on an Aircraft Y type with similar Dynon systems and no prior hours on an Aircraft X type. We took off from ZZZ1 and shot two approaches into ZZZ2 (about 15 NM away) and were being vectored for a last approach into ZZZ1 to a full stop. I was simultaneously looking for traffic, explaining a point about GPS approach procedure, listening to another pilot on the radio report his position, and looking out for a scattered layer that was getting lower as the flight progressed and that we were just about to go into. The autopilot was on and I noticed the aircraft climbing through 2,800 feet. I thought I remembered that ZZZ approach had given us an altitude of 2,000 but I wasn't quite sure (my student was handling the radios), so I jumped on the radio and made an inquiry. Approach confirmed we had been given an altitude of 2,000. I immediately had my student hold the altitude we were at while I waited to jump in on the frequency as it was congested. I reported that we were inadvertently at 2,800 and asked what altitude they wanted us at. They replied 2,000. I said we would descend to 2,000 which we did immediately. ATC did not ask us to call a number when we got on the ground or make any other mention of it. The autopilot should have stopped the plane climbing at 2000. Neither of us could determine why it didn't as it worked fine leveling off at altitudes both before and after. I can only guess it was user input error on the part of my student. When he changed it to descend to 2,000 and hold that altitude it worked just fine. I believe the reason why I didn't notice the altitude deviation sooner than reaching 800 feet over our assigned altitude was a combination of sensory overload of having to teach, look for traffic, listen to radio chatter, look out for entering clouds (which should have been less of a consideration since we were on an actual IFR plan), combined with a lack of experience on the Dynon systems which limited my rapid acquisition of altitude information. I shall endeavor in the future to practice with the Dynon systems more in VFR conditions before venturing into IFR.

## Synopsis

Flight Instructor reported an altitude overshoot due to unfamiliarity with aircraft equipment.

ACN: 1785649

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Corporate

Make Model Name : Embraer Legacy 450/500

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Flight Phase : Takeoff / Launch

Route In Use : Vectors

Airspace.Class D : ZZZ

## Component

Aircraft Component : Autothrottle/Speed Control

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

Qualification.Other

Experience.Flight Crew.Total : 1360

Experience.Flight Crew.Last 90 Days : 62

Experience.Flight Crew.Type : 50

ASRS Report Number.Accession Number : 1785649

Human Factors : Troubleshooting

Human Factors : Distraction  
Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Taking off in ZZZ an incident occurred where we blew through altitude and we [were] slow to follow our heading assignment. I was PM on this flight, and it was the second flight of the day on this trip. Pre-flight was normal and we loaded up our passengers ahead of schedule with no pressure to rush. Upon receiving our takeoff clearance for Runway XX in ZZZ we were assigned a heading of 230 and an altitude of 2,000 feet. I performed the before takeoff checks and the PF armed the AT and the lateral mode (roll mode.) (SOP from manufacturer for takeoff with a heading assignment is either to activate heading mode and then spin the heading to the assigned heading at 400 feet, alternatively you can input the heading but leave it in roll mode until 400 feet upon which you can activate heading mode. Neither of which is particularly helpful during a high workload environment). Takeoff procedure was initially normal, we lined up on the runway and proceeded with a rolling start. The PF set takeoff thrust, and I made my first call at 40 kts. Sometime between 40 kts and 80 kts the AT Disconnect sounded. PF elected to continue. We rotated normally and after the call for "Gear Up" and the "400 feet" call the pilot asked for me to engage the AT again. I hit the AT button, and continued with my climb sequence checklist. (Speed 180, FLC, Flaps to 0 and After Takeoff Checklist.) Around the time I hit FLC Tower called us to switch to departure. At approximately the same time the AT again disconnected (without an aural alert). I called AT disconnect and reminded the PF that he had to manually control the throttles for speed. As I swapped frequencies the PF attempted to rearm the AT's and blew through our initial altitude. The AT's again disconnected immediately after hitting the button and I called ATC informing them that we had blown through our ALT by 200 feet and were descending back to intercept as well and the late initial turn to a heading of 230. ATC acknowledged and asked us to IDENT and to turn to a heading of 260. At this point the PF had manual speed control, I finally armed the correct lateral mode. (Heading set to 230) PF and I had a quick discussion and decided now that the workload was lower we could troubleshoot. We armed the AT one last time however this time it did not disconnect, and we proceeded with the flight normally. There were a few contributing factors that caused this error. Firstly, we are both new on this equipment and are still learning the correct procedures and cadence of the flight. Secondly, due to COVID we have not been flying as much as we normally do further extend the period of settling into the new aircraft. Third, we believe manufacturer's procedure for setting the lateral mode during a very high workload stage of flight 400 feet

during the climb sequence further exasperated the situation. The AP/FD should be programmed so that when you are in T/O mode that it will hold roll to 400 feet then will initiate the turn to a heading and revert to LNAV to HDG mode. Finally, the most critical error I believe was the PF's throttle technique. He would arm the AT and then bring the throttled straight to the stops whereas manufacturer procedure is to bring the throttle levers to around 40% TLA and then let the AT's set takeoff thrust. I hadn't noticed it in previous flight, but I noticed it on this takeoff because the throttle levers moved much to quickly to takeoff power. I believe that this movement overrode the AT logic and if he accidentally moved the throttles past the detent even momentarily it may have caused the AT's to disconnect. Then for the rest of the T/O roll the throttles were possibly still slightly past the detent not allowing engagement until they were finally moved to a lower power setting whereupon we could finally engage the AT's. We discussed this discrepancy during the cruise portion of the flight and the PF will use the correct throttle technique going forward.

## Synopsis

Embraer Legacy First Officer reported altitude and heading discrepancies and cited distraction from an AT disconnect as a contributing factor.



ACN: 1785616

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 24000

Experience.Flight Crew.Last 90 Days : 240

Experience.Flight Crew.Type : 1000

ASRS Report Number.Accession Number : 1785616

Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

Narrative: 1

During deplaning at ZZZ airport, a passenger advised the lead flight attendant that either she may have been or was exposed to COVID-19. The affected passenger advised she was transferring to an international destination. This passenger would have had to disclose at check-in if she was possibly exposed, but passengers lie because they want to get home or travel to their destination. Also, on this flight I observed at least 10 passengers walk off the plane without any mask on and about 20 passengers walk off the plane with their mask only around their mouth. I see this type of activity on EVERY flight EVERY week. This is even with numerous PA's telling the passengers they must wear the mask around their mouth and nose. Many customers just don't care. I've had passengers completely remove this mask right in front of me. I've even experienced passengers telling me, "[profanity] the mask" right in my face as they walk off the plane mask less. This is the type of activity I see on every flight.

## Synopsis

Captain reported being advised that a passenger told the Flight Attendant they may have been exposed to COVID-19.

ACN: 1785418

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1785418

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Distraction

Human Factors : Situational Awareness

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1785421

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Workload

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Pre-flight  
Result.General : Maintenance Action  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was First Officer and pilot monitoring for a reposition flight from ZZZ to ZZZ1. When I arrived to the airplane, the Captain was already there with multiple maintenance technicians working through a dual inoperative GPS situation. The consensus was to defer both GPS units, along with the associated MEL items. After processing our 9 MELs during our pre-flight discussion we waited approximately two hours for a flight plan to be filed due to the issue with ADS-B being inoperative. During the after-start checklist, the CONT CAB ZONE TEMP fault appeared on Master Caution recall. We complied with the QRH and MEL and contacted Maintenance Control for deferral under the "flight crew placard" option. The Captain and I discussed the phrase in the QRH, "if the light extinguishes when Master Caution System is reset, no further action is required" - and he noted that this does not alleviate us from the need to defer the item per the MEL XX-XXY. Along the same time, the Captain noted that the "dispatch alert" box was unchecked, so after the deferral was complete we resumed normal operations. After takeoff we experienced two additional master recall lights - "Anti-Skid Inop" and the "Reverser" on the overhead panel. Shortly after we leveled off at cruise altitude the dispatcher asked if we had added a new deferred item after pushback. We responded that we had, that it was XX-XXY. He advised us to fill out a report, despite the "dispatch alert" box not being checked. The reposition flights after long-term storage lend themselves to multiple maintenance related issues and could be planned ahead to be operated by Functional Check Flight pilots. The filing of our flight plan took nearly two hours. Not knowing the exact cause of the issue, it would be helpful for future flights to review the process for filing flights with inoperative GPS and ADS-B to minimize future delays.

## Narrative: 2

Aircraft X was a reposition flight for aircraft (tail) in storage several months. The aircraft was dispatched with multiple MELs. We waited over two hours for Dispatch to be able to get ATC to accept a flight plan into the system for a clearance. A Control Cab "Zone Temp" light illuminated during Master Caution recall during the after-start checklist. QRH procedures were followed and Maintenance control was contacted for a crew MEL (XX-XXY) before departure despite the misleading "No further action required" guidance in the QRH. Two more master caution lights were encountered after takeoff (Master caution "anti-skid and reverser.") Dispatch sent an ACARs message after level off advising us to submit a report for not getting an amended release for XX-XXY before departure. We responded that a Dispatch alert is not required for XX-XXY. Dispatch responded "They give us a heads up anyway." We did not believe we violated any maintenance/dispatch procedures but

were led to believe we had. Reposition flights from long term storage are a severely irregular operation and should be conducted by the Functional Check Flight department.

## Synopsis

Pilots reported equipment issues on a flight due to the aircraft having been in storage for several months.

ACN: 1785337

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 31000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class A : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

## Person

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 14.5

ASRS Report Number.Accession Number : 1785337

Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Result.Air Traffic Control : Issued New Clearance

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

Today was a very busy day and on top of that our area was short staffed. At the time of the event, all 5 people staffed for the day were working, we needed to have 6 sectors open but couldn't due to staffing issues. We were told that TMU (Traffic Management Unit) was to slow traffic to help alleviate some of the pressure on our area, and we were also told that they could not call for overtime because of the COVID situation at hand. Today was a completely unsafe and unhealthy situation to have been in without any support from management and TMU. What is more important to the NAS, safety or COVID? At the time of the event, I had been on position for just over an hour and it was after two other sessions that I had been working for well over 2 hours with a 20-30 minute break in between. I was definitely mentally fatigued at this time. Aircraft Y was a departure from ZZZ flying west bound direct to ZZZZZ slow climbing from FL260 to FL340. Aircraft X was a southbound ZZZ1 arrival initially on a heading to avoid other traffic and descending from FL350 to FL270. I had turned the Aircraft X back on course to ZZZZZ1 thinking they were clear of all other potential traffic. When Aircraft X established to ZZZZZ1 they "flashed" with the Aircraft Y aircraft heading west bound near ZZZZZ1. I had already switched the Aircraft Y to [the adjacent ARTCC]. So I turned Aircraft X and called traffic. The turn helped but still didn't fix the situation. Ended with 4.5 miles and 300 feet. We need to have the support from not only our local management but also national level management. Volume needed to be slowed due to staffing. Regardless of what the airlines are pushing for or wanting from us. We have to be safe first.

## Synopsis

Center Controller reported an understaffed shift and multiple sessions on position resulted in mental fatigue leading to an airborne conflict.

ACN: 1785324

## Time / Day

Date : 202101

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

Airspace.Class B : ZZZ

## Person

Reporter Organization : Government

Function.Air Traffic Control : Other / Unknown

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 14

ASRS Report Number.Accession Number : 1785324

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Air Traffic Control

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Environment - Non Weather Related

## Narrative: 1

The issue is [the] extreme limit of CPC (Certified Professional Controllers). We were working with 3 CPC's on a shift that a year ago any less than 9 CPC's on a shift would have been unacceptable. The facility is combining 2 and 3 positions to one controller during very busy and complex traffic. All because a lack of CPC controllers due to COVID issues and minimum staffing due to the agency not hiring any more controllers for our facility. This whole COVID issue has caused all the rules and agreements to go out the window. It is unacceptable for the safety of the NAS! We are just treated like robots like we always have been. There is no empathy for the stresses in our lives outside of work. This year has created A LOT of stress due to all the COVID uncertainty and constantly changing ideas about how to deal with it. Also all the political stress that has gone on all year. As much as we try to push out personal issues and feelings when we work, we are still human. We are



not robots. And some days all the crap going on in society added to an unacceptable over taxed work load just gets to a person. We need more controllers at ZZZ TOWER! Also the positions need to be de-combined when traffic is busy. Combining 3 positions to one controller puts that controller at risk of missing something. And that is not fair to that controller or the flying public. The flying public deserves better than this.

## Synopsis

Tower Controller reported low staffing levels during periods of complex traffic combined with undue outside pressures have created an unsafe situation.

ACN: 1785268

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

Airspace.Class A : ZZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1785268

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I work the #X position regularly on the aircraft. Personal observation of the close proximity in which #Z and #X [Flight Attendants] sit, facing each other, is of grave concern to me, due to COVID-19. While occupying the jump seats at XX, true social distancing isn't possible. Depending on height it can be a challenge to sit without our knees touching or without adjusting our feet under the jump seat. All a non-issue, pre-pandemic. The #X flight attendant does not have a door arming or disarming

responsibility. There's no reason for the #X's preflight, inflight, or boarding duties to change. I'm suggesting for safety and health reasons the #X Flight Attendant is temporarily relocated to an unoccupied jump seat at door Y for takeoff and landing.

## Synopsis

Flight Attendant reported concerns with the close proximity of occupied jump seats during takeoff and landing.

ACN: 1785235

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1785235

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I checked in with the gate agent prior to my flight to ZZZZ. I don't recall if any passengers were boarded but there were no passengers that I remember waiting to check in because it was still pretty early. As I walked down the jet bridge I noticed a Flight Attendant walking the opposite direction. I had not met her prior as I had not been to the aircraft

yet. She told me she was trying to get better cellular reception so she could complete her COVID-19 form which is required for entry into ZZZZ. When I boarded the aircraft, I met the other two FAs. At no time did I notice any passengers boarding or on our aircraft. After checking the aircraft maintenance log, flight documents, etc. I briefed the A FA. I only briefed the A FA as passengers were now being boarded. I assumed the other two flight attendants were on board. I was completely unaware that we didn't have minimum crew while boarding. Approximately 10-15 minutes prior to departure, the A1 FA informed me that she was informed that we had boarded without minimum crew. I think the COVID-19 online form (for ZZZZ) was the reason that caused this problem. I fly this trip nearly every week and it's generally always a bit of a scramble at the last minute to get the form completed by all crew members prior to departure. In addition it is a very difficult form to electronically fill out for the first time. I believe the FA was only trying her best to complete the form prior to boarding. Perhaps a reminder to both cockpit and cabin crew that a COVID-19 declaration form is required for entry into ZZZZ. And that the form takes a while to complete as it NOT intuitive and can take a few attempts to complete it and requires sufficient WiFi or cellular signal.

## Synopsis

Air Carrier pilot reported the aircraft was boarded without minimum FA crew because the FAs were late completing COVID-19 declaration form.

ACN: 1785167

## Time / Day

Date : 202101

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : No Aircraft  
Mission : Passenger  
Flight Phase:Other

## Person

Location Of Person : Gate / Ramp / Line  
Reporter Organization : Air Carrier  
Function.Ground Personnel : Other / Unknown  
ASRS Report Number.Accession Number : 1785167

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Ground Personnel  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Ground personnel are being asked to leave their work area, travel in their own vehicle to a random clinic. We are not opposed to being screened but believe the screener should come to us at our place of work. We feel it is unsafe to be placed in an environment that is filled with people who might have serious medical conditions during a pandemic.

## Synopsis

Ground employee reported concerns about being sent to a random clinic for screening during the COVID-19 pandemic.

ACN: 1785122

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs): 14

ASRS Report Number.Accession Number : 1785122

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.General : None Reported / Taken

## Narrative: 1

Was working these two sectors combined. It needed a D side or to be split. Sector volume was high and complex. Two CPC's [Certified Professional Controller] had been held over on OT to supplement our 5 CPC count for the night shift. They were relieved to go home as they hit their limits. That left 5 CPC's working 5 sectors. No sector could be combined up to free up a controller to help on a D side. There was extensive military training aircraft working sector X at ZZZ1, ZZZ2, ZZZ3. I told the supervisor they needed to tell those aircraft to return to base so X and Y sectors could be recombined to free up a CPC. He got that process started and eventually sectors Z and A were able to combine as well. We have been working short staffed on our 5 day rotations for too long. I am beyond frustrated working combined R/D positions with busy traffic. I have lost my patience and work angry. These sessions are unsafe and on the cusp of causing a safety incident to occur (loss of separation, etc). Our traffic levels are, in my opinion, back to pre-COVID levels. We need to transition back to normal schedules. If not, management needs to place traffic restrictions on the military training flights that routinely come out of ZZZ4, ZZZ5, ZZZ6, ZZZ7, ZZZ8, and etc. I'd say no more than 3 total aircraft allowed to work practice approaches at the ZZZ1 area and no more than 1 at a time at the ZZZ9 area until we can get back to normal schedules and staffing levels.

## Synopsis

Center Controller reported an understaffed shift with high traffic volume and offered recommendations to remedy the situation.



ACN: 1785104

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 28000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Oceanic

Airspace.Class A : ZZZ

## Component

Aircraft Component : Air/Ground Communication

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 2125

Experience.Flight Crew.Last 90 Days : 218

Experience.Flight Crew.Type : 307

ASRS Report Number.Accession Number : 1785104

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Troubleshooting  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Automation : Air Traffic Control  
Detector.Person : Air Traffic Control  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While enroute at FL280, I noticed the radio frequency was very quiet. Since COVID has impacted US aviation, frequency congestion has decreased significantly, which makes longer periods of radio silence a new sense of normalcy. My last handoff to ZZZ Center was eight minutes prior at which I made positive radio contact on frequency XYZ.AB. I was using COM 1 as primary radio and monitoring XYX.B on COM 2 with the proper audio panel selections to hear both radios simultaneously. After time passed by and I realized I was not hearing anyone, I transmitted my N number on COM 1 to ZZZ Center and did not receive a response. I selected microphone to COM 2 and reached out to ZZZ Center on XYX.B, no response. I switched the microphone back to COM 1 and tried XYZ.AB again, no response. I switched the microphone back to COM 2 and announced, "All stations on guard, radio check." After the second attempt, ZZZ1 Center answered and gave me a new frequency, XXC.DY. A Controller replied "Aircraft X, possible pilot deviation, I have a number for you, advise when ready to copy." I was extremely shocked at the situation as I was unaware the radio issue had escalated to that extent. I continued my flight to ZZZZ and called as soon as practical after landing. I spoke with a Controller. Controller said NORDO is a common issue but mine was excessive. I have no deviations on my record and strive to maintain a clean record. Going forward, I will be more diligent in recognizing radio silence and will reach out more frequently if I assume the silent period is excessive.

## Synopsis

GA pilot reported becoming NORDO enroute and thinking because of the COVID-19 pandemic the radio just had less communication traffic.

ACN: 1784993

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 2000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : B737-800

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Flight Phase : Initial Climb

Airspace.Class B : ZZZ1

## Component

Aircraft Component : GPS & Other Satellite Navigation

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1784993

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Automation : Aircraft Other Automation

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Aircraft

## Narrative: 1

During climbout from ZZZ, above approximately 2,000 feet AFL, an amber GPS-L enunciated. I continued to hand fly the jet as we climbed into IMC conditions in the pre-dawn darkness. The GPS-L caution distracted me from calling "flaps-up" at the appropriate speed. The Captain called my attention to this as we approached 240 knots IAS. I called for flaps up and the captain retracted them normally. I engaged the autopilot after flap retraction. At no time did we exceed the 250 knot flap placard limit. Maximum speed I remember seeing was 244 knots IAS with flaps not up. The rest of the flight to ZZZ1 was uneventful. I believe my recency of experience was a factor; this being my first unsupervised flight since re-qualification. Also, night, IMC in low marine layer clouds while hand flying the initial portion of the RNAV departure. The GPS-L caution was a nuisance warning that served as the distraction. I was focused on hand flying smoothly and lost situational awareness of aircraft configuration. Earlier use of automation may have helped with my situational awareness during the nuisance GPS distraction. My habit is to hand fly the aircraft until clean.

## Synopsis

B737-800 First Officer reported a GPS-L annunciation on departure which distracted flight crew from calling flaps up at the appropriate speed.

ACN: 1784955

## Time / Day

Date : 202101

## Place

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

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Mission.Other  
Flight Phase.Other

## Person

Location Of Person.Other  
Location In Aircraft.Other  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 25255  
Experience.Flight Crew.Last 90 Days : 173.12  
Experience.Flight Crew.Type : 9520.72  
ASRS Report Number.Accession Number : 1784955  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Other / Unknown  
Human Factors : Physiological - Other  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were met at the hotel by the van to be transported to ZZZZ [airport]. The driver wasn't wearing a mask when he loaded the bags. He finished loading and sat down in his seat without a mask. I said something to the effect of, "You aren't wearing a mask?" He didn't really say anything. After a few seconds, I said, "Since you aren't wearing a mask, we will need fresh air." I assumed that after seeing the 4 pilots with masks on and me saying something, he would put his mask on. He never did. Instead, he started fumbling with the AC controls. I told him that without a mask, we would need the front windows opened in order to ensure ventilation in the van. He eventually complied. We then drove 30 minutes to ZZZZ with the windows open with the OAT ~ 34 degrees. We were freezing cold. We were all upset, cold, and potentially distracted for our flight. This is a safety of flight issue. We used our CRM skills to identify this threat and deal with it. But, the bottom line is that we shouldn't have had to deal with this easily avoidable threat in the first place.

## Synopsis

Air Carrier Captain reported the van driver from the hotel to the airport would not wear a face mask.

ACN: 1784953

## Time / Day

Date : 202101

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Thunderstorm

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 9517.27

Experience.Flight Crew.Last 90 Days : 187.27

Experience.Flight Crew.Type : 3798.45

ASRS Report Number.Accession Number : 1784953

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

The Lead Flight Attendant had apparently talked to the Captain or First Officer about masks. They said something to me about it after my break along the lines that she was upset and combative. I was surprised, as I wore my mask (a KN95 on the ground and a solid multi-layer cloth one in the air) all times outside of the flight deck and in the flight deck if a Flight Attendant was present. Additionally, the other First Officer did as well. The Captain wears glasses that fog easily with a mask on. He wore a mask on the ground, he did not airborne because it would greatly interfere with his duties both because he wouldn't be able to see and could not communicate. This was our 4th leg together and we had no issues with masks among ourselves or other flight attendants. Additionally, both the Captain and other First Officer already had COVID which they had gotten from people they knew at home, not in the workplace. Before our next rest room break I got out a new unused N95 mask for the Flight Attendant that would be in the flight deck while I was in the bathroom. When I called back and ask for the break she ordered me that the pilot remaining in the flight deck should wear the crew oxygen mask. I said that was not something that we did anymore-the practice stopped months ago because of COVID. I offered her the N95 for extra protection because the Captain can't wear a mask and do his job. She refused it. Instead continuing to wear what appeared to be a single layer stretchy black cloth mask. Additionally the flight attendant blocking the cart was wearing a KN95 but the Lead FA did not send her into the flight deck. I found the flight attendant to not be willing to exercise self-help and any wearing of an N95 and apparent multiple complaints to be a distraction from my flight duties. This was not good for crew CRM. While the single pilot on the flight deck, I was distracted from monitoring the airplane by her distress and complaints.

## Synopsis

Air Carrier First Officer reported poor CRM with the Lead FA regarding the company face mask policy on the Flight Deck.



ACN: 1784952

## Time / Day

Date : 202101

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Cruise

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1784952

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Other / Unknown

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was deadheading on Aircraft X. I identified myself to the A Flight Attendant (FA) (as I always do) as a safety and security asset. The flight was nearly full. During boarding a man who I later learned was Mr. X approached my seat. He was wearing a camo gaiter around his neck which was partially covering his mouth but was not covering his nose. As he approached, I identified myself as a crew member and politely asked him to pull his mask up over his nose. He complied but said that I should pinch my mask tight over my nose. I didn't quite hear what he said so I queried him. He said, "You should pinch down on your nose to close the gap at the top of your mask." My mask was an NP95 which had no gaps anywhere around my face. It was my sense that the man was being sarcastic and antagonistic. I said nothing further to him. I advised the FA A what happened before we pushed back. She told me that the man had boarded without his face covered and was told to cover his face. Thus he had pulled his face covering off his face between the time he boarded (when he was told to put it on) and the time he approached me, which was no more than thirty seconds. He clearly had no intention of complying with the mask policy. FA A asked me to brief the Captain about the incident and asked if I would talk to the CSR agent whom she wanted to speak with Mr. X. I agreed. Before departure I walked into the jet bridge and spoke with FA A and the CSR. I briefly explained what I observed and what he said to me then I went back onto the airplane and took my seat. A short time later I observed Mr. X walk back down the aisle past me. Sometime during the flight FA A advised me that Mr. X had been [violating other regulations]. She advised me that Mr. X demanded to know the crews names (including mine) but that she did not give him any names. She was clearly concerned about this and I could see how his actions were distracting to the flight crew and were thus interfering with their duties. She told me that she was going to have CS meet the aircraft and asked me to stay as a witness. FA A as well as the rest of the inflight crew were nothing but polite and professional the entire flight, when I observed her dealing with Mr. X or otherwise. After leaving the aircraft I was standing in the jet bridge and spoke with a CS Supervisor. Mr. X walked by me and said in an aggressive and hostile tone, "I want your name." I told him that I could not give it to him and that I could not speak with him about this matter. He again demanded my name and moved closer to me. I backed up. He then raised his camera and said, "I'm taking your picture." I stated, "Do not take my picture." He said, "I'm taking your picture." I quickly turned around and walked around the jet bridge corner toward the aircraft door. I do not know if he took my photograph or not but felt that his forcing his camera in my face was one of belligerence, hostility, and aggression. I felt threatened. All of this simply because he was asked to properly wear his mask. After the CSR Supervisor and Mr. X walked into the terminal, I remained in the jet bridge as I did not want to encounter Mr. X again. When the CSR Supervisor walked back onto the jet bridge, I explained to her that I could not have my photograph taken and suggested that if he loitered around the terminal waiting for me that she please call law enforcement. I asked her if she felt he was being hostile and or belligerent. She agreed that he was. After some time, Mr. X left the area, and I departed the terminal. Based on his behavior and actions I would strongly urge that Mr. X is not allowed to fly on our airline in the future.

## Synopsis

Air carrier Captain deadheading on a company flight reported a passenger would not conform to the face mask policy and was hostile, aggressive, belligerent towards the flight attendants.

ACN: 1784943

## Time / Day

Date : 202101

## Place

Locale Reference.ATC Facility : ZZZZ.ARTCC  
State Reference : FO  
Altitude.MSL.Single Value : 38000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZZ

## Person

Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 8570.50  
Experience.Flight Crew.Last 90 Days : 118.42  
Experience.Flight Crew.Type : 3353.82  
ASRS Report Number.Accession Number : 1784943  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

As I was leaving the flight deck approximately 6.5 hours into the flight for my break the Captain informed me the Purser had spoken to him about mask usage on the flight deck. Upon returning from my break I was informed there was further conversation with the flight attendants. Not much detail was discussed as we began the preparation for descent into ZZZ. I never spoke to any FAs about the issue nor did they speak to me about it. I am aware the Captain chose not to wear a mask for safety of flight reasons concerning his glasses while on the flight deck.

## Synopsis

Air carrier First Officer reported the Captain chose not to wear a mask for safety of flight concerns while wearing glasses.

ACN: 1784925

## Time / Day

Date : 202101

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 16000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use.Localizer/Glideslope/ILS : LOC/DME runway XX

Flight Phase : Descent

Route In Use.Other

Airspace.Class E : ZZZ

## Person

Location Of Person.Facility : ZZZ1.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 11

ASRS Report Number.Accession Number : 1784925

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was working the entire area combined. The evening west departure push was going on along with other aircraft throughout the airspace. I was pretty busy on a small scale and multiple frequencies. I descended Aircraft X to 16,000 and verified he had the weather at ZZZ [airport] and what approach he wanted. I cleared him for the LOC/DME [Runway] XX at ZZZ [airport]. I started to hand the aircraft off to ZZZ [Approach] and took it back thinking ZZZ [Approach] had gone home for the evening and we had the airspace. Another Controller had sat down to help but didn't yet get a briefing. ZZZ [Approach] called to give up the airspace and I just went "Crap." Apparently Aircraft X had gone over to Approach on his own and the controller had been watching him. I made a mistake thinking it was later than it was and that ZZZ Approach had gone home for the night. Since the COVID started everything has been off. We are combine sectors too much and too early. The scale and number of frequencies we are required to work is not helpful. We get a lot of EA [Excused Absence] and are just not as proficient as we use to be. I would like to see sectors de combined more often or not combined as early. There are a few that push to combine and we just accept it and work through it. It is really not safe or comfortable to work. Mistakes are being made.

## Synopsis

Center Controller reported thinking it was later then it was and did not transfer communication to underlying TRACON, assuming the Center already had their airspace.

ACN: 1784889

## Time / Day

Date : 202101

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Phase : Parked  
Maintenance Status.Maintenance Type : Scheduled Maintenance  
Maintenance Status.Maintenance Items Involved : Testing

## Person : 1

Location Of Person : Repair Facility  
Reporter Organization : Air Carrier  
Function.Maintenance : Instructor  
Function.Maintenance : Lead Technician  
Function.Maintenance : Inspector  
Qualification.Maintenance : Avionics  
ASRS Report Number.Accession Number : 1784889  
Human Factors : Training / Qualification

## Person : 2

Location Of Person : Repair Facility  
Location In Aircraft.Other  
Reporter Organization : Air Carrier  
Function.Maintenance : Inspector  
Function.Maintenance : Lead Technician  
Function.Maintenance : Trainee  
Qualification.Maintenance : Avionics  
ASRS Report Number.Accession Number : 1784888  
Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Maintenance  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Equipment / Tooling  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I returned to work after a 3 month absence. I am still qualified on the module. I was assigned as the trainer to Mechanic Y. I was training him on the stator case assembly. I

demonstrated how to tighten each vane segment foot bolts. The procedure that I was taught, and which had been in use as long as I can remember, was to slide the case and vane assembly, so that approximately one third of it overhung the table surface. Then the bolts were tightened from below with a ratchet with a socket and long extension, repositioning the case and vane assembly as necessary until all bolts were tightened. At the time of the incident, I was not in the work area, having gone to the restroom. Support the case with a hoist and sling before tightening the bolts. This should be added to the job card.

## Narrative: 2

One week after return from 3 months off and being the first time working on this unit as a trainee. On Graveyard shift I was working on the module and order # XXXX. I was tightening the bolts of the vanes. The bolts are tighten from the bottom while the case sits on the table. To access the bolts part of the case is moved slightly beyond the edge of the table. I was sitting in a chair with rollers while I was tightening the bolts. The chair moved, the wrench and its extension did come off the bolt head causing the case to slide off the table and fall to the floor approximately 30 inches. There was no visible damage to the case because it fell directly on my arm and that cushioned the fall. Inspection will be called to inspect the unit. I would add to the job card to support the case with a hoist before tightening the bolts. Or developing a fixture that would allow to reach the bolts from the bottom without having to move part of the case off the edge of the table.

## Synopsis

Maintenance Instructor and Trainee reported a training mistake during a training session and both cited being off for an extended time contributed to the event.



ACN: 1784887

## Time / Day

Date : 202101

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Mission.Other

Flight Phase : Parked

Maintenance Status.Maintenance Type : Scheduled Maintenance

Maintenance Status.Maintenance Items Involved : Repair

Maintenance Status.Maintenance Items Involved : Work Cards

Maintenance Status.Maintenance Items Involved : Inspection

## Person

Location Of Person : Repair Facility

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Avionics

ASRS Report Number.Accession Number : 1784887

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected : Routine Inspection

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Aircraft X was assigned to the hangar midnight crew for the "A" check. The first contact that technicians had with the aircraft occurred at approximately XA00 local time. Avionics technicians, including myself, began the night with completing operational checks within

the aircraft in preparation for the rest of the crew to perform their assigned tasks. Later technicians began to migrate in and out of the flight deck, cabin, galleys, lavs, etc., to their assigned tasks. All technicians were in compliance with the mask policy. Approximately 4 hours later, the Lead Technician and Supervisor alerted everyone on board that the aircraft had not gone through its disinfecting process which usually occurs at the gate upon arrival. The aircraft was cleared and the Lead performed the disinfecting procedures. Concerns were raised from this event. The potential of an infected passenger being on board and the potential of technicians being exposed to COVID. The protocol for traveling to ZZZ is to have a COVID test within an XX hour period of departure time. However, once you are tested there are no guarantees that the individual will quarantine or shelter in place prior to boarding the aircraft for departure. The cleaners finally arrived for the disinfecting process at midnight. I asked the supervisor what the protocol is for an event such as this and he was unaware of one in place. This aircraft originated from ZZZ1.

## Synopsis

Technician reported the maintenance crew was advised the aircraft had not been disinfected after the inspection and repairs were already in progress.

ACN: 1784841

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 150

ASRS Report Number.Accession Number : 1784841

Human Factors : Confusion

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Runway

Anomaly.Ground Incursion : Taxiway

Detector.Person : Air Traffic Control

Were Passengers Involved In Event : N

When Detected : Taxi

Result.Flight Crew : Became Reoriented

Result.Air Traffic Control : Issued Advisory / Alert

Result.Aircraft : Aircraft Damaged

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

Operating flight from ZZZ to ZZZ1. After landing on Runway XX, exited on Taxiway A and turned left on Taxiway C, and believing that Tower had actually cleared us to taxi to the gate, we started to slowly taxi, when Tower called us and asked that we call Ground. We called Ground and he stated "You started to taxi without calling us, and crossed Runway XX, which is an active runway". We had barely started to taxi on C. We had read the NOTAMs, and in fact, Runway XX was "NOTAMed CLOSED", so it could not be an "Active" at all. Regardless, we asked Ground for taxi clearance to the gate, and received clearance to the gate via "C." We did not want to argue with the Ground Controller, but we do know that Runway XX is Closed at ZZZ1, so it's not Active in any way. We asked the Ground Controller if we should "expect any paperwork", and he said "no". I do not believe we did anything wrong, but it's better to be safe and proactive, and learn from our possible mistakes. We had flown into ZZZ1 previously (a few days before) and due to controller shortages or consolidation of ATC positions (During COVID-19 times), the Tower normally gives us the taxi instruction after we cleared the landing runway. This time, we cleared the runway and thought we had heard the Tower tell us to "taxi to the gate" (as they have been doing recently). We started to slowly taxi on Taxiway C and that's when Tower asked us to "call ground for taxi," something they had not done in the past 3-6 times we had landed there recently. So, probably I was expecting the same ATC procedures to happen, but regardless, in the future, will come to a stop on the taxiway and not move until further taxi clearance is received. I would suggest to avoid being complacent, and instead of expecting the same type of ATC handling from small airports as we may be getting every day during COVID-19 (combined controller positions, where there is perhaps combined Tower and Ground, or even Approach/Tower/Ground Controller), and instead treat it just like a busy airport.

## Synopsis

Air Carrier Captain reported a taxiway/runway incursion and cited ATC staffing, local ATC procedure change and confusion over a NOTAM contributed to the deviation.

ACN: 1784801

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 7000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission.Other

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Initial Approach

Route In Use : Direct

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1784801

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Automation : Aircraft RA  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

TCAS RA on arrival into ZZZ [airport]. Assigned descent to 7,000 feet and vectors to final by ZZZ Approach. We reached 7,000 feet and noted approach was extremely busy where the Controller was being stepped on seemingly more than half of her transmissions. While level at 7,000 feet the TCAS noted a proximate target converging from 1 o'clock, 400 feet below. We attempted to contact Approach but there was zero opportunity to get a word in due to the sheer amount of communication on frequency. I advised the Captain PF to "get ready" while we attempted to locate the aircraft visually. A few seconds later the TCAS noted traffic and ordered a very shallow climb. I announced to ZZZ Approach that we were responding to an RA, but I believe I was blocked, the frequency still jammed with constant communication. A very short time later the controller issued traffic to us and I again advised "Climbing on RA." Controller replied "Roger" I believe and the event was over shortly after. We returned to 7,000 feet and were vectored for the visual, but the controller still had to vector us around multiple VFR targets on our way to the runway. Most significantly we were cleared for the visual approach, but were restricted to flying and intercepting between 5 and 7 NM from the airport due to area traffic. This caused a perceived limitation that pilots are not used to. The CA/PF then overflew the Localizer slightly attempting to maintain these limitations. The aircraft was clearly stable by 1000 feet and we continued in to land, but this was following an incident due to the same cause. Cause was due to the intense level of traffic in ZZZ Approach's airspace. I spoke with a contact at ZZZ [Approach] later who noted the Controller had 15 active aircraft not including the VFR targets attempting to get clearance from the closed airspace, Practice IFR traffic, and VFR flight following requests. The Controller was doing an excellent job and maintained a very professional demeanor throughout. There was just no reasonable way for Controller to maintain communications with the volume of aircraft. I am not sure, but this could have been a result of reduced staffing due to COVID. Maybe there was an East and West ZZZ [Approach] sector available, but no staffing to accommodate. My suggestions would be to either split ZZZ Approach or to draw a new arrival for ZZZ airport to reduce the amount of communications and possible routes needed for the controllers.

## Synopsis

Air Carrier First Officer reported an RA event and blocked ATC communications due to possible COVID-19 ATC staffing issues.

ACN: 1784779

## Time / Day

Date : 202101

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 13003.13  
Experience.Flight Crew.Last 90 Days : 99.95  
Experience.Flight Crew.Type : 997.17  
ASRS Report Number.Accession Number : 1784779  
Human Factors : Other / Unknown  
Human Factors : Physiological - Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

With about 4 hours to go before landing, I had just emerged from the crew rest bunk when Lead Flight Attendant asked me if I could have the flight deck crew wear a face mask when a Flight Attendant was in the cockpit in flight. I told her no for the safety of flight reasons. I did not add anything further. I personally was not going to wear a face mask in the cockpit since I would be in the cockpit for the rest of the flight. I am required by the FAA on my medical "Must wear corrective lenses, possess glasses for near/intermediate vision." Since my glasses fog up every time I wear any type of face mask I know that

wearing a mask at my flight deck seat is a safety of flight issue. About two hours later when the Lead came to in to give us a restroom break we, First Officer and I, offered her an N95 mask to wear for her safety and set it on the pedestal for her. She did not put it on and chose to wear what appeared to be a non-N95 certified black cloth mask.

## Synopsis

Air Carrier Captain reported telling the Lead Flight Attendant that he would not be wearing a face mask in the flight deck due to safety of flight reason as his glasses fog up when wearing a face mask.



ACN: 1784771

## Time / Day

Date : 202101

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Mission.Other  
Flight Phase.Other

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1784771  
Human Factors : Physiological - Other  
Human Factors : Other / Unknown  
Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Security  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Over last few days, there is indication that certain aviation companies are looking into making the COVID vaccine mandatory for their employees. I strongly believe that this is a potential security risk, due to the fact that if an individual is forced to do something against their will, they might fight back. In the aviation industry, as history has shown so well, there is a strong possibility that airplane safety might be compromised, especially by individuals that have direct access to the unsecured aircraft, such as gate agents, operations personnel, mechanics, and ground handlers. Due to the significant safety concerns, I strongly urge the FAA to prohibit mandatory vaccinations.

## Synopsis

Air Carrier Captain reported concerns with airlines possibly making it mandatory for employees to get the COVID-19 vaccine.

ACN: 1784579

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Route In Use : Direct

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1784579

Human Factors : Confusion

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

### Narrative: 1

I believe complacency played a role in this error. I am always checking and double checking my work but unfortunately I missed an important piece of information on the Center of Gravity (CG) and Passenger Count (PC) data. Next time I will slow down and thoroughly check my work without rushing and recognize my complacency. We arrived to our aircraft in the morning to perform our duties for the first leg out of two for the day. Boarding was complete and I received the cargo sheet and CG/PC Data from the gate agent. As I plugged the numbers in for departure I noticed the passenger count seemed low. Thinking that it was due to the slow season and COVID I continued to run the numbers for our takeoff data. With the low passenger count I figured we were going to also need a ZFW reset from the dispatcher. I confirmed with the Captain and went ahead and contacted Dispatch with our new ZFW and confirmation of our CG. New numbers were sent back and we took off uneventfully. While in cruise the Captain requested a lavatory break. Upon his returned, he voiced his concern with the passenger count from what he saw in the cabin while checking our CG/PC. That is when we realized that the incorrect CG/PC was given to us. As we were starting our decent, the Captain transferred the controls to me while he referenced the COM and tables to calculate our correct weight along with the landing data and Vapp. As a precaution we also added few knots to the Vapp. The Captain completed the tasks and I confirmed that all the information was correct and within safe parameters for a safe landing. We had sufficient runway and the field was VMC at the time of landing. The landing was uneventfully and we continued to the gate.

### Synopsis

Air Carrier First Officer reported the pilot crew realized, in cruise, the weight and balance data were incorrect. The pilots did not question the small passenger load, which is common during the COVID-19 pandemic, before takeoff.

ACN: 1784426

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class B : ZZZ

## Person

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Function.Air Traffic Control : Departure

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1.5

ASRS Report Number.Accession Number : 1784426

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Provided Assistance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

It was toward [the] end of the rush, I was working the low side and had all of my aircraft slowing to 170 kts. Controller Y plugged in for a relief briefing after working as the main arrival coordinator. As I was going through the position relief checklist Controller Y noticed something was off. At first I thought Controller Y was looking at the spacing on final, which was perfect. But then I saw Aircraft X on a 180 heading racing towards the Runway XL final. My first reaction was to turn Aircraft X right to a 330 heading but then Controller Y suggested a left turn to continue eastbound away from final. I issued a left turn 090 and then a climb to 050 to get above the traffic on final approach. It was clear that Aircraft X took the left turn to 180. Aircraft Y had turn to a 180 heading at his appropriate time. If it wasn't for the fast acting from Controller Y the issue could have worsen. In this new world of "COVID Traffic" pilots need to do a better job of listening to control instructions especially when the volume is high.

## Synopsis

TRACON Controller reported clearance communication issues with an aircraft resulted in a conflict which was saved by another attentive Controller who offered a different heading to avoid further separation issues.

ACN: 1784382

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 1000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft : 1

Reference : X

ATC / Advisory.CTAF : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Training

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class E : ZZZ1

## Aircraft : 2

Reference : Y

ATC / Advisory.CTAF : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Route In Use : Visual Approach

Airspace.Class E : ZZZ1

## Aircraft : 3

Reference : Z

ATC / Advisory.CTAF : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing  
Airspace.Class E : ZZZ1

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Personal  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Single Pilot  
Qualification.Flight Crew : Private  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 173  
Experience.Flight Crew.Last 90 Days : 145  
Experience.Flight Crew.Type : 145  
ASRS Report Number.Accession Number : 1784382  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Time Pressure  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Ground Conflict, Less Severe  
Anomaly.Ground Incursion : Runway  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Landed As Precaution

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

During this incident I was on a checkride and we ran a partial panel VOR Runway X approach with a circle to Runway XY. This is normally a Class D airspace but the Tower at ZZZ is currently closed due to COVID and this has presented some challenges to the arriving and departing process given we share the airport with airline operations. We made it to the left downwind for XY and there was a carrier aircraft holding short of XY getting ready to take the runway and they requested over CTAF for us to extend our downwind so they could takeoff. We extended our downwind about a mile or so and decided to turn base. About the time we were turning base there was another carrier that called a 10 mile final for XY. With the position report given, we were under the impression we had the appropriate spacing for us to get on the ground and off the runway before they reached the field. We continued and turned in for final and the carrier taking off was on the roll. I made position reports and heard nothing back that would indicate an issue. When we were on short final carrier made a 6 mile final call. I then made a position call for short final and



we were within a half mile of landing. About the time I was roughly 100 feet over the runway threshold, the carrier aircraft called and stated, "Aircraft on short final, we are going around and will be flying above you." We landed safely and had to extend our ground roll down the runway to exit because another carrier aircraft was taxiing to Runway XY via Taxiway A and we had to taxi beyond where they were. That concludes the incident. I do not know how accurate the position reports were from carrier or their speed but there didn't appear to be an issue on spacing and if they knew they were catching us that fast they could have let us know and I would have executed a go-around. This was not a near-miss event and we never saw the aircraft near us on ADS-B radar or receive any traffic notification. It seems to be more lack of communication in a non-towered environment with busy airspace as a root cause. I think they were well aware of our location in front of them and didn't speak up to let us know how quick they were catching us. I feel like there should be some additional measures in place when a tower is closed at an airport like this with heavier volume and many different types and sizes of aircraft operating. Sharing an airport between GA and airline ops in a non-towered environment is setting the stage for incidents like this to happen and truly presents some added challenges and hazards.

## Synopsis

GA pilot reported CTAF communication challenges at an airport that normally would have a working Tower facility, but was closed due to COVID-19.

ACN: 1784362

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 8000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 50

Light : Daylight

Ceiling : CLR

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Corporate

Make Model Name : Small Transport, Low Wing, 2 Turboprop Eng

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Initial Climb

Route In Use : Direct

Airspace.Class B : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Reporter Organization : Corporate

Function.Flight Crew : Flight Engineer / Second Officer

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 14200

Experience.Flight Crew.Last 90 Days : 15

Experience.Flight Crew.Type : 150

ASRS Report Number.Accession Number : 1784362

Human Factors : Situational Awareness

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate  
Function.Flight Crew : Instructor  
Function.Flight Crew : Single Pilot  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Flight Instructor  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Other  
Experience.Flight Crew.Total : 25000  
Experience.Flight Crew.Last 90 Days : 50  
Experience.Flight Crew.Type : 1000  
ASRS Report Number.Accession Number : 1784736  
Human Factors : Workload  
Human Factors : Situational Awareness  
Human Factors : Physiological - Other  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

We had departed ZZZ1 to the south, when Tower was shut down due to COVID-19, VFR to pick up IFR clearance over ZZZ2. After passing under the [ZZZ] Class B to clear it, we contacted ATC. After giving us the clearance, the Controller gave the Captain a phone number to call (which he did later after landing), and advised of a report, that we had strayed into [ZZZ] Class B airspace.

## Narrative: 2

ZZZ airport Tower was closed for to Coronavirus. [ZZZ is] a busy airport with mixed high speed and low speed aircraft. I departed VFR to pick up IFR clearance over ZZZ2 for arrival into ZZZ3. ATC, as always was very busy in that congested area and it took several attempts to make contact with ZZZ Approach. Very busy in cockpit looking for traffic, etc. May have clipped Class B airspace. ZZZ Approach advised, I may have entered Class B airspace and to copy phone a phone number. I replied: thank you, what altitude and heading would you like? The Controlled replied: "continue, there is no traffic and then handed us off to ZZZ Center. I followed up with a phone call and thanked them for the wonderful service and protection they provide. I have been flying there for years. I have

thousands of hours in general aviation and XX years flying airliners. The controllers do an unbelievable job working with an airspace system that does not work. The way it is designed doesn't work for the controllers or the pilots. At times the controllers are at max effort to keep up with the congested radio traffic. I am sure just they have their distractions with the maximum workload and have their own mistakes to sort out. That airspace configuration needs a good look at for something that works better for high speed **aircraft. Get them out up and out of the way as fast as possible. It's a poor system to** have jet aircraft level off at 1600 feet right after takeoff for normal operation under IFR conditions. In the cockpit of a jet aircraft you are very busy during this time. There needs to be change even if it slows down the current operations.

## Synopsis

Flight crew reported a Class Bravo airspace violation due to the Tower being closed for COVID-19 issues.

ACN: 1784281

## Time / Day

Date : 202101

## Place

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

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase.Other

## Person

Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1784281  
Human Factors : Situational Awareness  
Human Factors : Workload  
Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.No Specific Anomaly Occurred : Unwanted Situation  
Detector.Person : Flight Attendant  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

The above pairing or trip is built with a tag after an all-night flight and I feel it is not safe for the employees and passengers. We check in at XA:X5 for an all-night flight from ZZZ to ZZZ1. After arriving in ZZZ1 exhausted from working all night the crew has to sit 3 hours at a hub where it would be easy to crew the next flight from ZZZ1 to ZZZ2 with a fresh crew that has slept. Instead a crew that has been up all night has to board and work a 2 hour flight. This I feel is not safe or healthy for the employees and lowers our

immunity making us more apt to catch COVID, or some other sickness also not safe for passengers traveling with a crew that is exhausted.

## Synopsis

Flight Attendant reported after flying an all-nighter, they had to wait 3 hours in the crew lounge to make an additional two hour flight.

ACN: 1784263

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZZ.TRACON

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1784263

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Bleeds off TO. After starting engines, I turned off APU switch - IAW Normal after start flow. I should have left APU switch on IAW OM XXX.6 (Bleeds off/APU on TO). We did, however, carefully configure bleeds/packs IAW OM XXX.6. We did not subsequently catch that APU switch was off before takeoff. After departure, First Officer reconfigured

bleeds/packs IAW with XXX.6 and continued normal flight to ZZZ. This was the 4th line trip I've flown at airline since April 2020. A lack of recency flying into ZZZZ1 and a reliance on the muscle memory/normal after start flows contributed to my error in turning the APU off prematurely. Both the First Officer and I were very aware of the bleeds/packs configuration as we had previously emphasized this TO briefing item at the gate prior to departure. Ultimately, by accurately following the pre-briefed OM 120.6 to reintroduce bleeds/packs after TO we trapped my error and the threat was mitigated. We received ACARS msg and SELCAL warning bleeds/packs off on climbout as First Officer was restoring the bleeds/packs per OM XXX.6. The SELCAL was a helpful reminder/backup to the crew.

## Synopsis

Air carrier Captain reported a lack of recency flying and a reliance on the muscle memory/normal after start flows contributed to an error in turning the APU off prematurely.



ACN: 1784258

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1784258

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

After I briefed the A Flight Attendant, she asked if I would be wearing a mask whenever they came in the cockpit for a lavatory break. I informed her as per our protocol I am not required and for operational safety reasons I do not wear my mask in the cockpit. She then informed me that they would not enter to give us a break unless I wore a mask. I

then initiated calls to Dispatch and Operations to inform them of this problem. I understand their concerns and respect their decision. Yet, I do not understand why they would take issue with cockpit members facing forward and unmasked when they are continuously exposed to passengers in the cabin who have their mask off while eating or drinking as well as children who are not required to have a mask. On a recent flight my First Officer and I had a hard time understanding the ATC Controller due to the muffled sound because they were wearing a mask. It is also difficult understanding a First Officer who is wearing a mask in the loud cockpit environment. Safety of flight is my priority followed by mission and passengers. I regret the inconvenience this brought to passengers and company alike but this difference in protocol needs to be resolved without imposing non safety operational constraints on the cockpit. I realize this is a novel disease and the information from the CDC and NIH [National Institutes of Health] is at times confusing and conflicting but believe that we should not take information to extremes and compromise operational safety. Lack of cohesive policy between Cockpit and Flight Attendant protocols that plays between personal concerns over operational safety. I also feel misinformation or agenda also play a role on differences regarding relative issues. Keep the current Pilot protocol which works well and imposes minimal restrictions regarding operational safety. Clarify Flight Attendant protocols so they do not conflict with the cockpit. To each individual this pandemic is relative and emotional. Any preconceived or personal perception cannot be satisfied by one fits all protocols, so I believe individuals overly concerned should be required to get the vaccine. I will at the earliest opportunity get vaccinated for myself, family and coworkers.

## Synopsis

Air carrier Captain reported a Flight Attendant stated they would not enter the cockpit for pilot break unless pilots were wearing a face mask. Captain described some the communication issues related to wearing a face mask.

ACN: 1784222

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 18619

Experience.Flight Crew.Last 90 Days : 129

Experience.Flight Crew.Type : 1777

ASRS Report Number.Accession Number : 1784222

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

Narrative: 1

Arrival process and COVID screening under new ZZZZ guidelines contribute to extreme fatigue, physiological and psychological concerns. The entire process takes more than several hours. The arrival screeners are unprepared for each flight adding time to the process. The crew is sequestered within the airport during the process without access to toilet, food, or water. Cell phone contact with the company or union is prohibited during the testing phase. The threat of a possible positive test result and subsequent 14 day quarantine in an unknown government facility causes great psychological stress to the crew member.

## Synopsis

Air carrier Captain reported COVID-19 screening in foreign country contributes to fatigue, physiological, and psychological concerns.

ACN: 1784065

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1784065

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Were Passengers Involved In Event : Y

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

At the gate we had a passenger board without permission from gate agent, then we had a non-compliant passenger not wearing a mask. That was mitigated when gate agent came and explained to the elderly passenger that masks must be worn. On taxi out Captain and First Officer were discussing mitigation strategies if that event were to re-occurrence on taxi and failed to run pre-takeoff checklist. Cause - Distraction by pre-flight events with gate agent and non-compliance of the passenger. Remain focused on task at hand. Not replay scenarios until the debrief phase of flight.

## Synopsis

Air carrier Captain reported forgetting to do the pre-takeoff checklist due to being distracted by a passenger being boarded without permission and another passenger not complying with face mask policy.

ACN: 1783995

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1783995

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Person : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1783996

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Detector.Person : Dispatch  
When Detected : In-flight  
Result.Flight Crew : Returned To Departure Airport  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

On climb out of ZZZ [airport] we received an ACARS message from Dispatch saying that the TRACON was closing and that we should ask ATC if we could do Tower enroute to get **into ZZZ1 [airport]. It also said if we couldn't return to ZZZ. We were still climbing on** the SID out of ZZZ and I was still running the after Takeoff checklist. I finished the checklist up and consulted the FO. We were both confused by this message. I went ahead and asked ZZZ Departure if they knew anything about it. They did not know anything then handed us off to ZZZ Center. I checked in with ZZZ [Center]. I responded to Dispatch asking which facility it was that was closing. They replied with ZZZ1 TRACON and that it was to be closed from XA: 30 to XB: 30z. After getting this response. I asked ZZZ Center if they had any information on it. They checked with their managers and didn't know anything about TRACON in ZZZ1 shutting down. I messaged Dispatch saying that we wanted to continue and see how things progress since ZZZ [Center] said they didn't know anything. The reply we received was a strong negative. Dispatch wanted us to turn back to ZZZ [airport] right away. At this point in the flight, we were half way to ZZZ1 [airport]. We were estimated to arrive in the ZZZ1 [airport] area around XB:00z and had enough fuel onboard the aircraft to hold for a while before having to go to an alternate that we would have added. ZZZ2 [airport] was close and had good weather. Dispatch didn't give us any time to explore other alternatives, so we complied with their demand to return to ZZZ [airport]. The entire time, my FO and I were trying to figure out why we were returning to the airport. The workload was high on the return. The risk for making mistakes was pretty high on both our parts. Thankfully, ZZZ [airport] wasn't busy and was able to cut down a lot of our workload by giving us a descent and direct a fix on the approach. Once on the ground I was able to call Dispatch and talk. They closed the TRACON for COVID cleaning and only gave about 20 minute notice. It sounded like the dispatcher knee jerk reacted to it and wanted us on the ground as soon as possible. That's why she didn't want us to continue. I complied because it was a safe course of action to return and because I couldn't get Dispatch to agree to continue. So this was the safest course of action that was mutually agreeable. Suggest going over delay options inflight with dispatch and to not make the decisions for the flight crew. Dispatch should seek the advice of other dispatchers and most importantly of the crew to come up with many options and narrow it down the best one in a non-time critical situation as this. Freaking out and demanding an air return is not a normal way to run an operation. Dispatch should be made aware that there are many options available to crews to stay in the air longer while saving fuel. We could have easily slowed down and held until TRACON opened again or we could have diverted to ZZZ2 [airport] and picked up some more fuel if we needed to. Both would have been faster options of keeping the operations going while being safe.

## Narrative: 2



After departing ZZZ we received an ACARS message from Dispatch informing us that ZZZ1 TRACON would be closed upon our arrival. Shortly after we received another message instructing us to return to ZZZ. We received an ACARS message from Dispatch. The flight return to ZZZ per Dispatch request due to ZZZ1 TRACON closed prior to us landing. We returned to ZZZ and the Captain contacted Dispatch after returning to the gate. Suggestion - If possible, comply with Dispatch instructions. Coordinate with Dispatch for clarification via ACARS or after returning to the gate.

## Synopsis

Air carrier flight crew reported receiving a message from Dispatch during climbout that destination TRACON was closing before arrival. Dispatch told crew to return to departure airport.

ACN: 1783972

## Time / Day

Date : 202101

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1783972

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Troubleshooting

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Gate Agent / CSR

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

A person came to work and his wife had COVID. He was among several of coworkers in a Kiosk. I went with co-worker Y to Manager's office and explained the situation because we were in the Kiosk with him. We asked if the Kiosk could be cleaned right away before anyone else entered. She said she sent the Supervisor to wipe things down and that the cleaning service would clean/spray it tonight. Co-worker Y said the Supervisor did not wipe it down. This is a potential risk of spreading COVID to many people at work and their families. I gave co-worker Y my own personal can of LYSOL spray to use in the KIOSK.

## Synopsis

Customer service representative reported that a kiosk was used by an employee whose wife had COVID. Reporter was advised the kiosk was cleaned, but another employee stated the kiosk was never cleaned.

ACN: 1783879

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 4

Light : Dusk

Ceiling.Single Value : 800

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Landing

Route In Use : Direct

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 1534

Experience.Flight Crew.Last 90 Days : 12

Experience.Flight Crew.Type : 1335

ASRS Report Number.Accession Number : 1783879

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

The problem arose when I went to log the flight and found out that I was not current. Contributing factors (beside my inattention) could be that with COVID, both in general and having had it, I have not flown the amount that I normally would. However, I should have been more alert to my "currency." I file IFR for every trip whether VMC or IFR and so I filed IFR, again without checking for currency. For corrective actions I have set dates in my calendar quarterly to make sure I am on track for currency. Concerning my medical currency, I have two years "under my belt" with Basic Med. I went in for my annual physical and gave the forms to my doctor. However, when it was discovered that I was not under Basic Med, I called the Doctor's office and his response was that he remembers the conversation but not filling out any forms. He had done my last Basic Med so I left it in his hands to complete. I understand that it was/is my responsibility to follow up on this, but I did not. Again, I have placed a reminder in my calendar both to renew my Basic Med in two years and then a week later to follow up with my doctor.

## Synopsis

GA pilot reported inadvertently flying without a current medical.

ACN: 1783856

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

## Person

Location Of Person.Aircraft : X

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1783856

Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

A passenger wore a mask that looked like it had holes in it, he was irate when I told him it was not allowed onboard. He had a kid with him and to make things easier I grabbed him a mask from the galley. When I got to his seat he had another face covering but I still offered him the mask. He took it but and threw in the seat back pocket. He told his kid he didn't wanna make a fuss, it wasn't necessarily a non-compliance but it is definitely worth reporting my point of view.

## Synopsis

Flight Attendant reported a passenger boarded the aircraft with a mask that had holes.

ACN: 1783846

## Time / Day

Date : 202005

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Corporate

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Initial Climb

Airspace.Class C : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1783846

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Tower was very busy with a single Controller working Ground and Tower. On initial climbout we wanted to confirm our initial altitude but had a difficult time getting in contact with ATC. While this was occurring, I missed PIC call for autothrottles, and he did not recognize that I had failed to engage them. We momentarily exceeded 250 knots below 1,000 feet, accelerating to ~290 knots. After clarifying with ATC we both noticed the speed; PIC noticed speed and made adjustments to pitch and power and then I engaged autotrottles. Flight continued normally. Recency of experience due to COVID-19, early morning fatigue may have played a role.

## Synopsis

Corporate Captain reported a speed deviation during climbout. Captain referenced distraction while trying to communicate with a busy ATC and lack of flying contributed to the event.

ACN: 1783828

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 1200

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Medium Transport, High Wing, 2 Turboprop Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1783828

Human Factors : Situational Awareness

Human Factors : Confusion

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine



Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1783827  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Workload

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Coming to ZZZ on the ILS [Runway] XXR, we were continually slowed by ATC for spacing of traffic ahead and behind. At about 1,200 MSL on glide path still IMC Tower told us to go-around. I was PF and hit GA button and advanced power levers. We went through missed approach procedure, but as flight guidance was attempting to be set the aircraft was also capturing the level off of 2,000 MSL so took a little longer to complete. Meanwhile we were a little late on turning to 195 heading. ATC queried us as we were in the turn. We had also climbed to 2,180 feet before stopping and returning back to 2,000 immediately. After we got settled ATC vectored us back to ILS with no further issues. ATC told us they had to send us around because aircraft on final for parallel Runway XXL behind us had gotten .99 miles from us. Spacing needed to stay a min of 1 mile. I should have paid more attention to altitude and started turn to 195 even if flight guidance wasn't quite set yet. Also pulled back power sooner or not add as much to avoid going through altitude.

## Narrative: 2

During our arrival into ZZZ, when told to run base (heading approximately toward ZZZZ [Intersection]), we were slowed to 170 KIAS. We were maintaining 4,000 feet throughout base turn and intercept turn onto final. Once established on final (approximately 20 NM from ZZZZ1 [Intersection]) we were slowed further to 160 KIAS, with traffic approximately 4 NM in front of us. Once we intercepted the glideslope, we maintained approximately 1,000 feet above the preceding traffic, but gained to within 3 NM distance. Meanwhile, ATC vectored a airline flight onto final for [Runway] XXL close behind us. I told the First Officer (PF) to potentially fly a half-dot high on the glide slope to avoid any potential wake from the preceding aircraft. Once we reached approximately 10 NM from ZZZZ1 [Intersection] we were slowed further to 150 KIAS. As we continued down the approach, the TCAS showed us to be approximately 2.5 NM from the preceding traffic, with the traffic behind us close in trail (unable to tell the specific distance). At approximately 600 AGL, ZZZ Tower issued a Go-Around, with nonstandard missed approach instructions (Right turn heading 195, climb and maintain 2,000). The First Officer initiated the Go-Around and the Captain (PM) proceeded to re-program the Flight

Guidance. Due to the light passenger load, the subsequent climb rate caused the Flight Guidance to immediately switch from a Climb indication to an Altitude Capturing indication, which caught the Captain off-guard, and he tried to re-configure the Flight Guidance back to a Climb indication. The Flight Guidance again sequenced to an Altitude Capture indication. At this point, the Captain (PM) noticed the aircraft was off course to the left approximately 35 degrees and was rapidly approaching 2,000 feet. The Captain brought this to the attention of the First Officer while also simultaneously acknowledging ATC stating "Turn right heading 195." The Captain also prompted the First Officer to reduce the power setting, as the airspeed was approaching maximum flap speeds. The missed approach up to leveling off at 2,000 feet was all hand-flown (i.e. not with the autopilot). Once the aircraft was established on the appropriate heading, altitude, and configuration, ZZZ Approach vectored the flight around for a second attempt at the ILS 16R, which occurred without further incident. In researching the First Officer's seniority, he has been here less than X years (Date). After debriefing the flight, he stated that that was his first Missed Approach / Go-Around in the actual aircraft EVER. Since we had been slowed down significantly early during the approach, we knew we could expect to be sandwiched in between other aircraft. However, we did not know that ATC needed only 1 mile separation between aircraft on parallel ILS approaches (told to us by ATC during our second attempt). There was no mention of spacing requirements on our first approach. Due to "COVID loads," the aircraft type climb rates are very good, requiring steeper than normal attitudes so as to not exceed flap speeds. This factor, combined with the First Officer's relative inexperience with missed approaches, caused a momentary loss of situational awareness by the First Officer. This required the CA to not only re-configure the flight guidance for a missed approach, but also ensure the First Officer did not over speed the flaps, communicate with ATC, and ensure the aircraft was following appropriate flight guidance (which was a non-standard missed approach). Also contributing to the loss in situational awareness was the altitude at which ATC issued the Go-Around: 600 AGL. This caused a significant startle factor in both the Captain and First Officer. Had ATC mentioned anything about a potential missed approach, we would have been much more prepared. Last-minute ATC-issued Go Around instructions (below 1,000 AFE), caused by inadequate spacing with simultaneous parallel approach aircraft. RECOMMENDATIONS: 1. ATC NEEDS to let crews know "be ready for a missed approach" if there is potential for a spacing issue. We were given our Go-Around instructions at 600 AGL. This is a very high-risk area to issue a Go-Around, when spacing throughout the entire approach was tight. Some sort of notification to us would have primed for a potential Missed Approach and therefore could have avoided any loss of situational awareness and subsequent heading / altitude deviation. 2. STOP ISSUING NON-STANDARD MISSED APPROACH INSTRUCTIONS. The ILS [Runway] XXR's Standard Missed Approach instructions are to fly runway heading to 900 feet, then climb on heading 195 to intercept the ZZZ 210 degree radial, maintain 2,000 feet. This is VERY similar to what we were assigned (heading 195, climb to 2,000 feet). However, when we're given nonstandard missed approach instructions, not only do we have to interpret what it is ATC actually told us, but also program that into the Flight Guidance. This programming is CONTRADICTORY to what our normal Flight Guidance programming procedures are. Had ATC simply said "fly the published missed approach," that could've aided in our appropriate handling of the aircraft. LESSONS LEARNED: Don't trust ZZZ ATC to not screw up. If spacing looks tight, brief a missed approach, even if it's done on the Final Approach Course. Also, do not trust your fellow crew member to fly a perfect Missed Approach. Watch them like a hawk for course, airspeed, and altitude management, and IMMEDIATELY speak up if there is even a minor deviation.

## Synopsis

Air carrier flight crew reported executing a go-around due to ATC spacing with another aircraft on final. The flight crew overshot their altitude during the go-around and cited the aircraft light weight as a contributing factor.

ACN: 1783812

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.AGL.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission.Other

Flight Phase : Takeoff / Launch

Airspace.Class C : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1783812

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Please reference ZZZ [airport], ZZZZZ 4 RNAV SID. We were assigned the ZZZZZ 4 RNAV SID and departed Runway XXR at ZZZ. After checking in with Departure Control the FO (pilot flying) called for the After TO Checklist. This is when several things happened at once. Before finishing the checklist the Departure Controller told us to climb to 10,000 feet and said we were clear ZZZZZ1 [Intersection] then ZZZZZ2 [Intersection]. At the same time we received an ECAM alert for a #1 Pressure Regulator Fault. By the time I set the altitude in the FCP, read back the clearance, re-visited and completed the after TO checklist and trying to diagnose what the ECAM was telling me we were over ZZZZZ1 [Intersection] and the aircraft was starting to turn to the next point on the SID which was ZZZZZ3 [Intersection]. The FO put turned the auto pilot on and placed the aircraft in heading mode and started a turn to ZZZZZ2 [Intersection]. We got the aircraft navigating to ZZZZZ2 [Intersection] but apparently it was not quick enough for the controller. He chimed in and gave us a heading for ZZZZZ2 [Intersection]. We told him we were in the turn and navigating to ZZZZZ2 [Intersection] at that time. Probably not a big deal. No conflict with other aircraft or terrain. No airspeed or altitude violations. Just a lot of things happening at once during a busy phase of flight. The result was we were a few seconds late to make our turn when our departure instructions were changed from what was given to us on the PDC. We complied with the ATC instructions as soon as we could. It was a busy phase of flight and we were task saturated at the time. Getting an ECAM message for a pressurization fault was an added distraction. I have been off work for almost a month due to COVID leave and this was my second trip since returning. I was a little slow to respond but I've been off work almost X weeks and I'm still shaking off the cobwebs. Not pointing fingers, but a change to our SID would have been nice to know BEFORE we took off so we could expect, brief, and build the change into the FMS. When taking off on [Runway] XXR via the ZZZZZ 4 RNAV SID you are over the first point, ZZZZZ1 [Intersection], seconds after TO. Having a change to the SID when approaching ZZZZZ1 [Intersection] only gave us a few seconds to react. Trying to read back and amend the departure clearance in the FMS, clean up the airplane, finish the after takeoff checklist, and diagnose an ECAM caution made for a lot of balls to juggle.

## Synopsis

Air carrier Captain reported a track heading deviation during departure. Captain cited distraction dealing with an ECAM alert and lack of flying contributed to the event.

ACN: 1783784

## Time / Day

Date : 202101

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Flight Phase:Other

## Person

Reporter Organization : Air Carrier  
Function.Ground Personnel : Other / Unknown  
ASRS Report Number.Accession Number : 1783784

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Other Person  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Show up to gate X to work a flight and a coworker wasn't wearing a mask the whole shift also another coworker was wearing his mask on his neck. While the Supervisor watched 12 feet away. We signal him about the problem and he ignored it.

## Synopsis

Ground employee reported co-workers are not complying with face mask policy and supervisors are ignoring the issue.

ACN: 1783735

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 10000

## Environment

Light : Daylight

Ceiling : CLR

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Initial Climb

Route In Use : Vectors

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Phase : Descent

Airspace.Class B : ZZZ

## Person

Reporter Organization : Personal

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 13500

Experience.Flight Crew.Last 90 Days : 140

Experience.Flight Crew.Type : 750

ASRS Report Number.Accession Number : 1783735

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

This flight started the night prior when my normal First Officer had flown someone a few days earlier who contracted COVID-19. That night, I was left trying to find a new First Officer for the next morning's flight at XA:00am. I found an FO who has not flown in a while. Our flight to ZZZ was uneventful. On climbout from ZZZ the Tower Controller had issued a speed of 230 kts and a climb to and maintain 10,000 feet. I asked the FO to run the climb checklist. While doing so, the Controller issued us instructions. My FO was caught off guard and looked at me as if to say, "I didn't hear that." I thought I heard and understood the instructions to be "**Normal speed and climb 12,000 feet**" and I read back "Normal speed, climb 12,000 Aircraft X". I then began to climb. This put me into conflict with Aircraft Y that was in the downwind for ZZZ, I never got a TCAS or TA/RA alert from my TCAS system. I know that after the instruction to proceed with normal speed, there was another instruction after that statement. I just cannot remember what it was. The crew change and heavy workload contributed to the misunderstanding. I do not know what could have been done differently to avoid this in the future. I do wonder why ATC would have pilots turn left towards another aircraft even if they were planning to keep the aircraft separated by 2,000 feet. I have flown this departure from ZZZ many times in the past and the point where we were issued normal speed was completely normal from past experience. I really wish that ATC would issue a climb straight ahead until the departing aircraft is no longer in a position to potentially interfere with other aircraft.

## Synopsis

Corporate Captain reported an incorrect read back for altitude which caused their aircraft to climb an additional 2,000 feet resulting in an airborne conflict with another aircraft.



ACN: 1783713

## Time / Day

Date : 202101

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reporter Organization : Corporate

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 10859

Experience.Flight Crew.Last 90 Days : 90

Experience.Flight Crew.Type : 1012

ASRS Report Number.Accession Number : 1783713

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I had the idea in my head from somewhere in my training about what medicals were due for what type of operation. And if you are not confronted with it you don't really look into it. You feel you know the answer. In the course of running my business I got a database to track currencies, compliance, inspections and flight and engine times. While I was loading the database and setting up alerts and warnings I noticed that I may have, in the past, been flying commercially on a third class for a couple of short periods. I am not sure since I do not have all my old medicals to check. And by the past I am talking about 4 to 5 years ago. Remembering exactly what happened is difficult. Because of this incident I am super vigilant now about medicals, although because of COVID, I had to use an extension on my last medical. My database now warns me when I am getting close to my medical due date. I have gotten the idea out of my head that I can let a second class turn into a third class.

## Synopsis

Reporter reported possibly flying commercially with a third class physical several years ago.

ACN: 1783607

## Time / Day

Date : 202101

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : No Aircraft  
Flight Phase.Other

## Person

Location In Aircraft.Other  
Reporter Organization : Air Carrier  
Function.Ground Personnel : Other / Unknown  
ASRS Report Number.Accession Number : 1783607

## Events

Anomaly.No Specific Anomaly Occurred : All Types

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Zone X room number Y, separate two tables to avoid any contact with each other while employee is taking their break, CSR states table were better when there was one by the wall and the other one by the window preventing no contact with another person. Plastic shield should still be used on both tables.

## Synopsis

Ground employee reported plastic shields should be added to the tables in a break room.

ACN: 1783578

## Time / Day

Date : 202101

## Place

Locale Reference.ATC Facility : ZZZZ.ARTCC  
State Reference : FO  
Altitude.AGL.Single Value : 2700

## Environment

Flight Conditions : IMC

## Aircraft

Reference : X  
ATC / Advisory.TRACON : ZZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : GPS  
Nav In Use : FMS Or FMC  
Nav In Use.Localizer/Glideslope/ILS : XXR  
Flight Phase : Final Approach  
Route In Use.STAR : ZZZZZ XA

## Person : 1

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 14888.30  
Experience.Flight Crew.Last 90 Days : 103.85  
Experience.Flight Crew.Type : 887.22  
ASRS Report Number.Accession Number : 1783578  
Human Factors : Communication Breakdown  
Human Factors : Human-Machine Interface  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Person : 2

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 11784.93  
Experience.Flight Crew.Last 90 Days : 130.18  
Experience.Flight Crew.Type : 320.53  
ASRS Report Number.Accession Number : 1783584  
Human Factors : Situational Awareness  
Human Factors : Human-Machine Interface  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Air Traffic Control  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On flight XX, ZZZ to ZZZZ FO pre- loaded FMC with arrival ZZZZZ XA with Runway XXR. Before descent checklist (6 hours) later briefed STAR and arrival into ZZZZ for both XXL and XXR. ZZZZ ATIS stated both XXL and XXR were in use. Obtained landing data for both runways. Approaching ZZZZZ we got vectors to ZZZZZ1 with expect XXL. On descent ATIS was calling for gusty winds on final from moderate to severe broken clouds at 2,500 feet. We talked about the winds and before we got to ZZZZ1 we got vectors and a decent to XXL we talked about the winds and forgot to change the FMC to XXL. On vectors to XXL with the approach mode armed we intercepted the LOC to XXR. We still were not aware of the error until the controller told us we were lined up for XXR and wanted to give us a heading of 160. We knew traffic was very light so asked if we could continue to XXR and was cleared to continue and land XXR. Landed without incident.

## Narrative: 2

Upon returning to the flight deck from break, I was briefed on the ZZZZZ XA arrival and ILS XXL approach. ZZZZ ATIS broadcast that both XXL and XXR were in use. Runway data for both XXL and XXR were had been obtained earlier. Prior to descent we completed the descent checklist. At the FMC's, radios; item on the descent checklist, I intended to check the FMC to verify the approach and checked the item complete, but was interrupted by a radio call and never completed it. I did not catch the error that the FMC had ILS XXR

programmed instead of ILS XXL, which had been briefed and anticipated. On the descent we were cleared the ZZZZZ XA Arrival to ILS XXL. Having briefed the ILS XXL, and believing we had ILS XXL programmed, no changes were made to the FMC. We did not catch the error until receiving radar vectors to the final approach. We were given a base leg and shortly after a vector to intercept. The turn to final seemed late and the aircraft but captured and lined up on the centerline. At that point, ATC gave us a "right turn to 160" and then stated we were lined up for XXR and that we had been cleared for ILS XXL. He said there was no traffic for XXR and asked if we wanted to continue. We were at least 4 miles from the FAF so we accepted the approach clearance. We were able to review the approach noting the LOC identifier, changing the minimums and reviewed the Missed Approach procedure prior to descent on the GS. A stable approach was flown from the FAF to the runway for landing and was uneventful, as was the rollout and taxi-in. On the ATIS, gusty winds were noted and moderate, possibly greater, turbulence mentioned. This was a topic of discussion during the briefing and after. We briefed the cabin crew to have the cabin secured early and to take their seats as soon as possible after the chimes for the sterile cockpit notification. The aircraft was slowed early and we had begun configuring early as well so as to be stable early. The discussion was possibly an additional distraction during the briefing and Descent checklist. While we were able to comfortably get set up for the approach that was incorrectly loaded in and able to fly a stable approach, we should have asked for vectors to a new approach in order to properly brief prior to the initiation of the approach phase. We were lucky there was no traffic conflicts as there was little if any traffic due to time of day and the current state of airline traffic due to COVID.

## Synopsis

Air carrier flight crew reported loading the wrong approach in the FMC and received clearance to land on the selected runway because of light traffic due to COVID.

ACN: 1783505

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1783505

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Communication Breakdown

Human Factors : Troubleshooting

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was the least involved crew member. Passenger X was assigned to seat XX2 but upgraded herself to YY6, an exit row seat next to her friend. The A [FA] gave her a mask when she boarded because she only had a scarf. Passenger X had food in front of her for much of the flight so that she wouldn't have to wear a mask. I picked up her food trash about 1 1/2 hours into flight and advised Passenger X that she needed to wear a mask. Fellow FAs had told her that she needed to wear a mask previously while not eating. She stated, "I won't" very clearly. Suggestion - Have a National Policy on mask wearing and ban passengers that fail to comply. This passenger told my coworkers that she didn't intend to fly our airline again. A coordinated policy might have more teeth, and since these passengers are failing to comply with crew member instructions, consider a permanent ban.

## Synopsis

Flight Attendant reported a passenger was not compliant with face mask policy.

ACN: 1783497

## Time / Day

Date : 202101

## Place

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

## Environment

Light : Daylight

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked  
Cabin Lighting : High

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1783497  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Troubleshooting  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

Narrative: 1



At the start of our flight there were thru passengers, one of which was a family of 4. Their small child was not wearing her mask correctly, so I ask that they use the child mask that the previous crew left for them. They were compliant and not a problem. During boarding, another family of 4 boarded with a child that had his own seat and was clearly not under 2. He had no mask at all, I told the Mom that he needed to have a mask on before boarding the plane. She said she told the Gate Agent that he was under 2. I let her board and called down the agent who said that even though he had a purchased seat there was no way other than to take her word for it. During the flight his sister came up and spoke to us about her vacation and told us that she had a baby brother who is 3. This being the same kid that was questioned. My problem with us not having a policy to check for birth dates is that it essentially creates a problem with compliance. How can I be expected to enforce the mask policy to the family that was honest about their child's age while the family that lies does not have to comply. If this was done when the ticket was purchased, then it makes it fair for everyone.

## Synopsis

Flight Attendant reported a child was not wearing a face mask on the flight and questioned how flight attendants could enforce a child to wear a mask.

ACN: 1783480

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1783480

Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Dispatch

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Chart Or Publication

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Aircraft X, ZZZ1-ZZZ did a block-turn-back for maintenance and transload. Due to delay, flight ended up arriving in ZZZ when Tower was closed. I knew ZZZ Tower was closing due to staffing/COVID cleaning and because of the block-turn-back, I simply forgot to add Non-Tower Ops worksheet. Airport towers are constantly closing early due to COVID cleaning or staffing and just need to pay attention to them. Suggest going ahead and sending crew via email Non-Tower Ops Worksheet just in case of delay.

## Synopsis

Dispatcher forgot to include Non-Tower Operations worksheet with the aircraft paperwork.

ACN: 1783453

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Windshear

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Nav In Use.Localizer/Glideslope/ILS : XXL

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1783453

Human Factors : Workload

Human Factors : Time Pressure

Human Factors : Distraction

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1783452  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Workload

## Events

Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Landed As Precaution  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Landing [Runway] XXL on final, aircraft in front of us reported a 10 knot loss. The FO was pilot flying at the time and over corrected for the wind, causing us to descend below glideslope very quickly on short final. As soon as I was calling go-around the GS aural warning came on. The FO executed a go-around. Because of the difficult wind conditions and seeing we were already at 2,100-2,200 LBS, I decided that I would land the second attempt as I did not want to get into a fuel situation. We were in agreement with this. On short final for the second attempt, with me as pilot flying, at about 150 feet, we had the wind-shear caution alert and proceeded to execute our second go-around. ATC gave us instructions to set up for [Runway] XXR but due to fuel concerns I said "Unable" and declared min fuel. Also, I added that if we did have to take any delays we would be declaring emergency fuel. ATC set us up immediately for a close pattern for [Runway] XXL. On this attempt, I stayed slightly high as the wind shear seem to be the worse right at the tree line at about 150 feet. On this third attempt, we landed successfully and taxied back to the gate. Unstable approach recognized by me and a wind shear caution message for the second attempt. Inexperienced FO who had only flown once since May 2020 and challenging weather conditions with wind shear. Two go-arounds and declared min-fuel. Have pilots who have been out a while receive more recurrent training. It was evident due to lack of recency the FO was struggling with the conditions that day. Also, be vigilant on [Runway] XXL as I have had issues on windy days before where the tree line ends and the field begins. With the second attempt we had a 15 knot increase with the wind shear caution message.

## Narrative: 2

I was the Pilot Flying. The Wind shear changes in combination with the amount of time since I've been flying in the airplane were contributing factors. There were changes of +/- 15kts and on short approach I went slightly below glide slope and then the Wind shear happened which caused the Glideslope aural warning to sound. The Captain called for a Go-Around which we executed. Once we were at a safe altitude and being vectored back for another approach the we exchanged controls and the Captain became the Pilot Flying. As we were coming in on short approach the Wind shear Aural Caution message sounded so we executed a second go-around. ATC told us that they were going to vector us around

for Runway XXR, but were now low on fuel and declared min fuel. They instead kept us close pattern for Runway XXL and we landed safely. Upon landing we had 1,450 LBS of fuel. We taxied to the gate with no issues. Glideslope Aural Warning System on first attempt and Wind shear warning system on second attempt. Wind shear affecting experience level. Go-Around executed twice. Keep crews more recent on flying or more time in simulator if it's been a while.

## Synopsis

Air carrier Captain reported experiencing wind shear on final resulting in a go-around. Captain made reference to the First Officer's lack of flying as a contributing factor.

ACN: 1783422

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 6887

Experience.Flight Crew.Last 90 Days : 155

Experience.Flight Crew.Type : 1765

ASRS Report Number.Accession Number : 1783422

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Ground Equipment Issue

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Airport

## Narrative: 1

As we turned on to the lead in line at gate X, we noticed self-park guidance indicated STOP in red letters. We stopped. We noticed two ramp service agents on both wing tips and a marshaller under the unit. We decided that we were expected to taxi down the lead in line with marshaller hand signal guidance and ignore the self-park guidance STOP signal. We parked without incident. On debriefing we (me and the FO) both agreed that taxiing down the lead in line with a marshaller issuing hand signals in the face of a self-park guidance STOP indication is a normalization of deviance that has crept into the culture at ZZZ and should not be accepted at company. During the debriefing the FO encouraged me to consider setting the parking brake, shutting down the engines and politely and professionally request a tow in. It should not come to that. It is lazy and sloppy. It is, of or pertaining to, an organization that because of COVID, layoffs, displacements, cash burn, disappointments, you name it, has taken their eye off the ball. It goes against the pilot culture of never accepting RED. e.g. flight deck indications, Runway Status lights, VASI/PAPI, Runway Stop Bars, REIL, PWS, yet on this occasion, I'm just expected, in the course of normal operations, to taxi to [gate] X at ZZZ with a self-park guidance red STOP indication. This is the second report on such an occurrence at ZZZ.

## Synopsis

Air carrier Captain reported taxiing into a gate with the use of a Marshall, while the self-parking guidance system was indicating STOP.



ACN: 1783417

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 118

Experience.Flight Crew.Type : 524

ASRS Report Number.Accession Number : 1783417

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was the Captain on Aircraft X (ZZZ-ZZZZ) on date. I just wanted to give some details regarding ZZZZ's refusal to allow us to enter the country without a negative COVID test, and to give a well-deserved kudos to those who helped us. Upon arrival in ZZZZ, we were walking towards the customs area when we were approached by a man from the "health department." He asked us for our COVID-19 test results, which (according to our information) were not required for crews in ZZZZ. When we told him that we didn't have a test result, he said we could not proceed further, as a negative COVID test was a requirement for entry into Country. Two airline employees arrived to assist us - the Station Manager X and another employee Person Y. Both were outstanding and went above and beyond to try to help us. They spent considerable time attempting to explain to the health department official that crews were exempt from the COVID requirement. This did not matter to the official, who insisted that "All passengers must have a negative COVID test prior to entry." Manager X explained that we were crew, not passengers, and therefore were subject to the crew exemption. He stated that he understood that there was an exemption, but he refused to change his position and stated that we couldn't proceed. Several calls were made by Manager X, attempting to get someone to explain to the health department official that we were exempt. Someone then called the official on his cell phone, resulting in a somewhat spirited conversation. After the call, the official decided that if we'd had a COVID test in the last 14 days we would be allowed to enter. When we said we hadn't, he said if we'd had the vaccine, he would let us in, but of course we hadn't had that either. Manager X pulled us aside and said that this official was simply trying to make a name for himself, and she again apologized, even though it was clearly not her fault. It occurred to us later that perhaps he was fishing for a bribe, but while that's very common in small GA airplanes, I've never had that happen as part of an airline crew. Unfortunately, I was not able to get the name of the health official. By this point, we had the Flight Operations Manager involved, and he was working on getting us seats on the plane back to ZZZ as it was clear we weren't going to be allowed into ZZZZ. Manager X and Person Y were both doing an outstanding job of keeping us informed since neither the F/O nor I spoke [the foreign language]. We proceeded back to the gate while Flight Operations Manager got our seats worked out and worked with dispatch to make sure the outbound crew didn't leave without us. As we were leaving, the health department official made one last offer - we could proceed, but he would "Send a doctor to your hotel room to give you a COVID 19 quick test." A quick discussion with my FO, confirmed my thoughts that this was a bad idea. Needless to say, we declined his offer. When we arrived at the airplane, FO was physically standing at the bottom of the stairs to make sure that they wouldn't close the door before we arrived. While it was a frustrating endeavor, we couldn't have navigated this successfully without Flight Operations Manager, Station Manager X, Person Y, Dispatch and the outbound crew of Aircraft Y. The crew desk was on the ball as well as I received a couple of pairing change alerts as we walked to the gate. My FO, did an outstanding job, especially considering it was his first trip after OE.

## Synopsis

Air carrier Captain reported they were not allowed into a foreign country due to not having proof of negative COVID-19 test results, nor proof of having been vaccinated.

ACN: 1783416

## Time / Day

Date : 202101

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1783416

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Aircraft X had to return to ZZZ for an electrical problem. On the ground after landing, I learned from the flight attendants that there had been a problem with a passenger. They

initially described it as a medical issue, saying prior to departure the CSR had struggled to evaluate if he was fit to fly and eventually decided he was. I was told he was the last passenger to board. There were issues with him not wearing his mask properly and several crew members had asked him to cover his nose. He was seated in the wrong seat prior to departure. At one point he was coughing/hacking severely to the point where other passengers began to react with concern. On the return back to ZZZ, two flight attendants said he was unresponsive when they asked him to put his seat and tray table upright. They said they had to resort to physically shaking him before he responded, They asked him if he knew his name and where he was going and he either would not or could not provide this information, but eventually just said he was "going home." When he was pointed out to me in the terminal prior to the "second" flight, on a new aircraft, and his mask was down below his nose. The flight attendants were very concerned and did not want him on our flight because he would not obey crew member instructions. I agreed the situation would likely not improve once airborne and did not want to risk yet another diversion if that it indeed turned out to be the case and therefore told Customer Service not to board the passenger. I told one CSR he would not be allowed on the flight. As we prepared the new aircraft for departure I was confronted by yet another CSR Supervisor who again tried to talk me into taking him. "We're out of options. There are no more flights out. He's crying. He's very nice. He just wants to go home." I was moved, but the unruly passengers are always nice to the agents when they're on the ground trying to make up for bad behavior and I had to remember that every Flight Attendant in the back, to a person, had an issue with this passenger and did not feel comfortable taking him. I stood my ground. The FAA adopted a Zero Tolerance policy earlier this month. I am disappointed in our lack of training and or communication of FAA regulations to pertinent front-line employees.

## Synopsis

Air carrier Captain reported a passenger was not compliant with face mask policy.

ACN: 1783348

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 3100

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ1

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase : Initial Approach

Route In Use.Other

Airspace.Class E : ZZZ3

## Component

Aircraft Component : Autoflight System

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 2500

Experience.Flight Crew.Last 90 Days : 5

Experience.Flight Crew.Type : 400

ASRS Report Number.Accession Number : 1783348

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Automation : Air Traffic Control  
Detector.Person : Air Traffic Control  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

It has been hard to fly during the pandemic, and the aircraft had been in for annual inspection, so I had not flown for two months. I went out for practice. I chose the back-course approach at ZZZ, as it can be challenging. Also, during recurrent training in Month, we had noticed some odd autopilot behavior when flying this approach. My aircraft has Garmin avionics but these are mated to an older analogue autopilot. By the time I was told to switch to ZZZ1 Approach, I was still at 12,000 feet and quite close to ZZZZZ intersection on the approach. When I gave my request for the approach, the controller gave me vectors to circle back to rejoin the course while descending to 4000 feet. She then cleared me for the approach. I believed she said "Maintain 4000 until established...", but in our later discussion she said her instruction was "Maintain 4000 to ZZZZZ." I believe I read back the former. In any case, when back on extended approach course, but a short distance before ZZZZZ, I began to descend further. The chart showed 3000 feet for the segment between ZZZZZ and ZZZZZ1, which is the FAF and 5.8NM from ZZZZZ. My GPS displayed an altitude of 3100 at ZZZZZ, which I believe is its indication of a safe altitude. So, I had set altitude capture for 3100 feet and was descending. The controller alerted me that she had expected 4000 feet to ZZZZZ. While we were discussing this, the autopilot failed to capture and the descent continued to 2900 feet. The controller told me to switch to tower. On my first attempt to call tower at ZZZ, I had not hit the switch correctly and was still with ZZZ1 approach. At the same time, I noticed the autopilot taking me off course for the approach and interrupted it while calling the tower. We were in the descent within the FAF by this time. The tower controller told me I was low for the course and left of course, and he asked if I was flying the approach visually instead of using the Back Course. Due to the autopilot issue, I was by that time flying visually. It was a clear VFR day, and at no time was I in close proximity to terrain or other aircraft. The problem arose for several reasons. The pilot (me) was rusty and needed practice. It was a mistake to do the more challenging BC approach as the first one. (After this event, I did the missed approach as planned at ZZZ and did two fine approaches at ZZZ1 and ZZZ2.) Also, I believe there anomalies with my avionics set-up and back-course approaches, and I should not have been trying to troubleshoot that as a single pilot, especially being a bit out

of practice. Another contributor was my misunderstanding of the controller's instruction, along with using the 3000 foot altitude indicated on the chart for that segment ZZZZZ to ZZZZZ1) and the 3100 foot altitude indicated as the target for ZZZZZ on my GPS for the altitude I was trying to attain. All of these issues increased workload, which is better handled by an in-practice pilot (which is why I had gone out to practice). A final recommendation from this experience is that I will avoid flying BC approaches with my autopilot until I can do a flight with a competent pilot and avionics technician aboard. The BC approaches are quite rare, and almost all have GPS overlays nowadays. So, they are not really a high priority; I actually chosen this one to be challenging and give me practice monitoring the autopilot and taking over if it acted strangely. But given the altitude misunderstanding, resulting discussion, and then the strange autopilot behavior, it was a bit choppy. I flew the airplane in a safe manner throughout (there was no terrain issue along my path), but my adherence to published instructed and published altitudes on the approach was poor.

## Synopsis

Private Pilot reported the cause of the deviation was not flying for 2 months during the pandemic and was rusty and needed practice.

ACN: 1783290

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Relative Position.Angle.Radial : 125

Relative Position.Distance.Nautical Miles : 7

Altitude.MSL.Single Value : 2000

## Environment

Weather Elements / Visibility : Rain

Weather Elements / Visibility.Visibility : 10

Ceiling.Single Value : 600

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Initial Approach

Route In Use : Vectors

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 6000

Experience.Flight Crew.Last 90 Days : 13

Experience.Flight Crew.Type : 5500

ASRS Report Number.Accession Number : 1783290

Human Factors : Training / Qualification

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

Were Passengers Involved In Event : N



When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Flying IFR at 2,000 feet I incorrectly entered the approach information for the RNAV GPS Runway X approach to ZZZ and consequently the aircraft deviated from that depicted on the approach plate for the GPS approach. My flying time has been greatly reduced since the COVID-19 pandemic and I entered incorrect information in the GPS by mistake. I have since taken a course for "Rusty Pilots" on the internet in an attempt to stay adequate and I have also scheduled my "Flight Review" with an instructor. I think the reason for the mistake in entering the GPS information was due to greatly reduced flying time experience since COVID-19.

## Synopsis

GA pilot reported a track heading deviation after entering incorrect information in the GPS and cited lack of flying as a contributing factor.

ACN: 1783226

## Time / Day

Date : 202101

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : GPS  
Flight Phase : Cruise  
Cabin Lighting : Low

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1783226  
Human Factors : Workload  
Human Factors : Other / Unknown  
Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Passenger interfered and disrupted Flight Attendant crew duties. The passenger was noncompliance with policy and procedures put in place by the company, CDC , FAA governing face coverings for flying. The passengers lack of compliance placed crew and fellow passengers at risk of contracting the COVID virus. This is a policy and safety issue that needs to be enforced from the top down.

## Synopsis

Flight Attendant reported a passenger was non-compliant with face mask policy and interfered with FA crew duties.

ACN: 1783197

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1783197

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Physiological - Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

A passenger in XX2 informed us that passenger in YY3 would not keep her mask on. Passenger stated she kept taking her mask off once the flight attendants passed by. When I walked by her the face mask was off and I asked her to put the mask on and she did. Flight Attendant B also had to ask her to put her mask back on.

## Synopsis

Flight Attendant reported a passenger was not complaint with face mask policy.

ACN: 1783191

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1783191

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Other / Unknown

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

## Narrative: 1

This report is due to the COVID-19. I'm an X Flight Attendant. My jumpseat now is X4 due to the COVID-19. These are more than XX empty seats from the main cabin but our system allows customer upgrade themselves to X6, which is next to me without 6 feet between us. On the current flight, with turbulence, I have been seating next to a customer

for more than 1 hour and 45 minutes. I think this unsafe for me to be there. I can feel the breathing from the customer as he is right next to me. Please fix the system until we all have vaccine.

## Synopsis

Flight Attendant reported concerns regarding the assigned jump-seat and its location near passenger seats.

ACN: 1783190

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

Passengers On Board.Number : 85

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1783190

Human Factors : Distraction

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

Narrative: 1

Passenger was sold last seat in first class cabin at X6 this morning. He had a large service animal. X4 is still reserved for the X Flight Attendant (FA). While I was in the back doing service the gentleman in X6 put his items all over my seat and was asleep when I returned. During the flight we had continuous moderate turbulence for the last two and a half hours. I ended up sitting in the forward jump seat. The few minutes that we were able to get up to prepare the cabin for arrival, the cabin quickly became moderately turbulent again and I returned to take my seat, only to find that he had placed his backpack on X4, my seat. I again had to take the jump seat. When the passenger was finally able to stow his luggage, I took the seat at X4 for landing and the passenger started talking my ear off. I tried to quietly tell him I had to concentrate but to no avail. Could you please tell me why I had a passenger with a large emotional service animal next to what had been assigned to me as my seat, in the X position, when there were only XX passengers in the back? Is this considered to be a "social distance" block? 1. Current assigned seat for the X Flight Attendant does not allow for safe distancing between passenger and Flight Attendant. 2. Current assigned seat for the Flight Attendant was not available during the flight when moderate/severe turbulence hit. Took seat next to Y Flight Attendant - this did not allow for safe distance between both the Y and X flight attendants. 3. Having passenger in X6 is distracting when trying to silently review safely evacuating the plane. I learned that I cannot safely socially distance when someone is sitting next to me. I also do not have an assigned seat when turbulence hits unexpectedly, unless I quickly push all of the **passenger's belongings to the floor. It has also put me in an awkward position upon landing when I am supposed to be concentrating on my drills and safely evacuating the cabin when I have the distraction of a talkative passenger.**

## Synopsis

Flight Attendant reported a passenger was seated in the company social distancing blocked seat.



ACN: 1783189

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1783189

Human Factors : Other / Unknown

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Passenger X came to the back gallery requesting water. Mentioning that he gets a little tickle in his throat here and there. He mentioned that him and his wife both had COVID in 2020. His wife had it first. I believe he said he had tested positive that month and then tested negative the next month. His wife was sitting in seat XX3. And he went to sit up in Seat YY3. They were a party of X. He talked to the guest in YY4 for quite a bit during the flight. I just wanted to document this because all the flight attendants had contact with their party of X. And the rest of the party could be carrying and asymptomatic. And what if

his negative COVID test was a false negative? I believe they were headed to a resort. I did my demo right next to them. It's a safety issue if this guest and/or his party of X happened to be contagious with COVID. Maybe asked him if he was traveling with others and if they all had tested negative?

## Synopsis

Flight Attendant reported concern after a passenger stated he and his wife had recently recovered from COVID-19.

ACN: 1783182

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1783182

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Other / Unknown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Cabin Activity : Boarding

Cabin Activity : Deplaning

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1783201

Human Factors : Confusion

Human Factors : Other / Unknown

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

On our flight from ZZZ to ZZZ1 this morning .... seats X3 and Y4 were open, yet the Gate Agent booked a passenger in X6 right next to me. A large man. It was my understanding that X6 was a LAST resort! With COVID cases escalated, as well as full flights...exactly how is this protecting our health? This is not right. The passenger was in X3 and at the last minute got changed to X6! He was last passenger on the plane. Stop seating X6!

## Narrative: 2

Everything was good to go on my flight out to ZZZ this am. Until the last passenger boarded and demanded I move to clear the way to his seat in X6. As I was the A (FA), I knew that he was blocked in at X3 and showed him his seat. He told me that he didn't want that seat, he wanted what was changed for him at the gate. The Gate Agent was at the boarding door within moments and I asked her why he was moved into a social distance block seat. She told me that he wanted the seat. That isn't enough of an argument for me. The X FA, upset and arguably so came up and asked why this passenger wasn't in his previously assigned seat and the agent got very cold and told us he is technically allowed and wanted this seat, so rather than argue she gave it to him. (He's a premium passenger, go figure.) We pushed back as crew and told her that that isn't protecting the crew and that we still have over 10 minutes to have his seat changed, but I was met with a cold agent who refused to back down and shrugged off our frustrations and concerns with a nonchalant, "It was a problem yesterday too but it's a short flight." I was asked if we could close and that was that. About half way through the flight, I was cornered in my galley by the passenger in X6 and asked why the X FA was so unfriendly. In an attempt to cover for the Company I engaged in damage control apologizing for any discomfort and explained that the reason he was originally in X3 was due to a social distance block on his seat due to the health and safety of our flight attendants. I explained that if any crew member made him feel anything less than welcome, we did not intend to and that it was operational confusion between the agents and the crew. He told me then again that that was the seat he wanted and attempted to tell me that he understood where we were coming from but he just preferred that seat which is why he didn't want to move to any of the open seats on the flight that weren't right next to the flight attendant's jumpseats. He told me he knows a lot of people that fly for our Company and that he was thrown off that the X FA wouldn't engage in conversation during taxi and takeoff. I told him at this point that we are here for safety first and comfort second and that as flight attendants, we are observe a sterile galley allowing minimal distractions as we silently review safety procedures in the unlikely event of an emergency. He seemed pacified enough and moved to a point I could get around him and recirculate myself back to the

isle. I am appalled by this incident on so many levels: 1. Blatant disregard for FA health and safety from an agent that didn't follow protocol around the social distance block. 2. FA should not be expected to sit next to a passenger who may or may not follow mandated COVID protocols. 3. The market we were flying into requires an online form filled out acknowledging the high COVID rates and need to quarantine due to ICU capacities and here you have the FAs sitting among the noise?! Nah. 4. It put both the X FA and the A FA in a compromising spot with the passenger and their perception of our service and this made us both highly uncomfortable when it wasn't at all called for or necessary to do so. 5. Having passengers trying to talk our ears off and be chatty is not only UNSAFE because it is encouraging the virus to spread, 6. It's also unsafe because it is causing distractions during the times we as FAs need to be focused the most. 7. For the Gate Agent to tell me that this was a problem yesterday too, it means that they have no clear understanding of the social distance block and no regard for their team mates who have to endure the flight with a sniffing, sneezing passenger for 2+ hours. 8. A passenger preference for a window is not reason enough to forgo social distance block procedure. This put me in a compromising situation with a dissatisfied passenger. I was cornered in my galley without warning and it startled me. Also, to have to back pedal over a topic that I felt the X FA was in the right and had every reason to be upset about was unnecessary and upsetting BETTER CRM. More education around social distance block for agents who don't know what it's like to be on the front lines and trapped with a plane full of passengers and no place to go without being bombarded with passenger questions as we fight for space over an arm rest.

## Synopsis

Flight Attendants reported a passenger was moved to a seat, against company policy, near their jump seat by the Gate Agent.

ACN: 1783179

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Deplaning

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1783179

Human Factors : Situational Awareness

Human Factors : Physiological - Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

As the X Flight Attendant I felt very uncomfortable sitting next to a passenger that during the times I was next to him, he constantly removed his mask to either eat or drink. And I

mean during taxi, takeoff and landing. I stayed away for as long as I could. I only sat down when it was required of me. Not once during cruising altitude did I sit next to him. At some point during flight he was sitting in my assigned seat and fell asleep in it. The A FA asked him to move back to his seat. I hope we can either make sure the X FA on this aircraft sit alone or next to another FA. At least a FA would respect the fact that she/he should not remove his/her mask next to me in such close proximity.

## Synopsis

Flight Attendant reported being assigned to a passenger seat next to a customer that continually removed their face mask.

ACN: 1783170

## Time / Day

Date : 202101

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1783170

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1



Saw Passenger X sitting in the gate house wearing a mesh mask. I pointed it out to the gate agent and he stated it's approved, because it covers her nose and mouth. But I stated, no, because it's see through and mesh. Masks have to be made of solid material. So thinking the gate agent would say something to her about the mask Passenger X boards the plane and takes her seat wearing her mesh mask. FWD Flight Attendant (FA) sees this and questions it and then calls me for a reference. I stated to her, I don't think it's an approved mask for flying, let me find it in the manual before going to Passenger X. While I'm trying to find it, FWD FA sends a message to the gate agent about Passenger X wearing this mesh mask. FWD FA also informs the Captain as well. After searching under COVID section, I find it and inform FWD FA and the Captain that it's not approved and that I'll inform her that her mask is not compliant. I approach Passenger X about her mesh mask and also show her in manual that it's not compliant. Passenger X makes a statement that she's been allowed to wear it on her flights. I then read the mask compliance portion in the manual verbatim. She makes a little fuss about it and then states "Fine, hand me a mask." I tell her "Thank you." I head back up to the FWD part of the cabin, galley area to inform FWD FA and Captain we're good. Passenger X switched out her mask for one of our mask. Also show them both in the manual where it's located if there's ever any other issues that arise in the future. They can both reference. Also state to the gate agent that Passenger X mask is not approved.

## Synopsis

Flight Attendant reported a passenger was required to remove a mesh face mask, while the Gate Agent did not agree, and use a company supplied mask before departure.

ACN: 1783169

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Descent

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1783169

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

Narrative: 1

Passenger X didn't wear mask during boarding. I asked her if she would be able to keep her mask on for the duration of the flight and she agreed. After the safety demonstration her mask was down again. I approached her and she pulled it up. Before landing, while walking to my jumpseat, it was down again, I couldn't issue a warning because we were landing.

## Synopsis

Flight Attendant reported a passenger was not compliant with face mask policy.

ACN: 1783166

## Time / Day

Date : 202101

## Place

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

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Descent  
Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1783166  
Human Factors : Situational Awareness  
Human Factors : Physiological - Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During the initial descent to land, I was eating my crew meal in the galley. The seatbelt sign came on. I automatically went to check seatbelts and collect trash. I did not intentionally disregard the company's face mask policy, but I walked out from the galley and into the aisle and went 3 rows before I realized that I did not have my face mask on. I

had it clipped on to my wings, I immediately place it on my nose and mouth and continued in the aisle checking seatbelts and collecting trash.

## Synopsis

Flight Attendant reported forgetting to wear a face mask during descent while performing safety duties and collecting passenger trash.

ACN: 1783165

## Time / Day

Date : 202101

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase:Other

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Boarding  
Cabin Activity : Deplaning  
Cabin Activity : Service  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1783165  
Human Factors : Physiological - Other  
Human Factors : Troubleshooting  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Pre-flight  
When Detected : Routine Inspection  
When Detected : Aircraft In Service At Gate  
When Detected : Taxi  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I do not feel safe flying in an environment with passengers who do not wear their masks over their noses and mouths. The Company's policy is not effective. People should not be allowed to wear gaiters and bandannas. Flights should not be booked full. Flight attendants are not protected. Look at the numbers of infected flight attendants since the loads have gone up. Our Company is not notifying flight attendants in a timely manner

when exposed. This is outrageous. I am absolutely 100% disappointed with the Company's lack of care for their frontline workers.

## Synopsis

Flight Attendant reported feeling the company is not doing enough to protect the frontline employees during the pandemic.

ACN: 1783161

## Time / Day

Date : 202101

## Place

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

## Aircraft

Reference : X  
Make Model Name : No Aircraft

## Person

Location Of Person : Gate / Ramp / Line  
Location In Aircraft.Other  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1783161  
Human Factors : Physiological - Other  
Human Factors : Workload  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

During the late afternoon departure bank at ZZZ I noticed several passengers in the X and Y concourse and gate areas who were not actively eating/drinking and were non-compliant with the State X, Worker Union, and Company Face Covering Policy. I did not hear any announcements in the gate areas nor did I witness any of the companies Ground Personnel (Customer Service) reminding the passengers to comply with the policy. I had discussions with airport police, Homeland Security, and CBP [Customs and Border Protection] who all stated they do not enforce the state face covering policy. I spoke with ZZZ inflight senior base manager about the non-compliance issue and she stated that the concourse is not owned by the company and therefore cannot enforce the policy in the terminal. I am advocating for Flight Attendants who are evidently the only ones required



to remind passenger's to comply with the face mask policy which sets us up for failure and contributes to the hundreds of reports of passengers non-compliance.

## Synopsis

Flight Attendant reported concerns with many passengers not wearing face masks in the gate area at airport.

ACN: 1783139

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Component

Aircraft Component : HF SSB

Aircraft Reference : X

Problem : Improperly Operated

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1783139

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Physiological - Other

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Dispatch

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Dispatch

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Due to numerous changes with airspace closures/restrictions due COVID cleaning at ARTCC's, I was so concerned with keeping this flight out of ETOPs areas while still avoiding airspace closures, that I totally missed the requirement for HF communication when the flight dipped into ZZZ (oceanic) airspace. May be [good to] have an alert reminding us to check for HF requirement when routing thru specific FIRs.

## Synopsis

Dispatcher reported being distracted by ATC Zero events, airspace closures due to COVID and forgetting to inform a flight crew that HF radio communication would be necessary.

ACN: 1783091

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 31000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 5

Light : Night

Ceiling.Single Value : 5000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 1

Experience.Flight Crew.Last 90 Days : 106

Experience.Flight Crew.Type : 1

ASRS Report Number.Accession Number : 1783091

Human Factors : Situational Awareness

Human Factors : Fatigue

Human Factors : Physiological - Other

## Person : 2

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 12000  
Experience.Flight Crew.Last 90 Days : 40  
Experience.Flight Crew.Type : 6000  
ASRS Report Number.Accession Number : 1783087  
Human Factors : Situational Awareness  
Human Factors : Fatigue

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Automation : Air Traffic Control  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While operating our flight from ZZZ to ZZZ1 I was the Pilot Monitoring. At the time of the event, I was eating my catering and the Pilot Flying and I both found it easier for the PF to respond to ATC and manipulate the FMS. At some point at cruise altitude, ATC cleared us to fly direct from present position to "ZZZZZ." The PF responded to ATC and erroneously typed "ZZZZZ1" into the FMS scratchpad and entered the waypoint as the direct-to navigation fix after both pilots checked the resulting dashed "proposed course line" on the PF's ND screen. After several minutes, ATC inquired if we were proceeding direct to "ZZZZZ" as he showed us drifting right of the intended course. This alerted us to double-check our navigation and to discover that we were navigating to the wrong fix, the misspelled "ZZZZZ1." The PF corrected the spelling of the assigned waypoint in the FMS, proceeded direct to "ZZZZZ" and explained our error to ATC. I can identify three things that might have prevented this event: 1) The normal procedure and best course of action would have been for the Pilot Monitoring to stop eating, respond to ATC and manipulate the FMS. I do not, however, think this was much of a contributing factor. The PF is a "strong" and extremely competent pilot highly experienced on the aircraft. I don't think the PF's assumption of those duties was particularly taxing/burdensome to the PF as we were in cruise at a very quiet and low-threat portion of the flight. It is not unusual for a PF to respond to ATC and manipulate the radios and FMS while a PM is eating. I have always personally tried to not touch anything other than my food while eating in the aircraft and think this is an especially important practice during the current health pandemic. While I could have sanitized my hands once I completed the radio calls and navigation tasks, it

was more convenient to allow the PF to perform those duties for me. 2) The best course of action would have been for the PF to scroll the flight plan and chosen the assigned Direct-To waypoint "ZZZZZ" from the flight plan. However, the aircraft's FMS is slow to respond, making scrolling through a long flight plan somewhat laborious, tempting one to effect the change via the scratch pad method. The PF alternatively could have checked the paper copy of the flight plan for the correct spelling of the waypoint before typing it into the scratch pad. 3) I had the "PROG" page selected on my FMC and did notice that the course to the incorrect "ZZZZZ" was almost 25 degrees to the right of the bearing of ZZZ1 and thought it odd to be navigating that far off the bearing to destination. This matched my curiosity about the dashed "proposed course line" displayed on the PF's ND when the erroneous fix was entered into the scratch pad. However, knowing that the destination was more than 1200 miles away at the time, I assumed there was a significant "bend" in the original flight plan. Had I mentioned my observation to the PF, it might have cued the PF to check the spelling of the waypoint as the PF made the entry from an assumed spelling. When checking off frequency with the controller who made the direct-to assignment, the PF apologized for the error and asked if we should contact anyone for further discussion/explanation. The Controller indicated that he did not believe that would be necessary. My time-in-type, time-in-position and total-time are not readily available and I don't want to delay submission of this report in order to track down those numbers. I therefore entered a generic "1" in each of those blocks in the report. Each of the numbers actually totals in the thousands. Fatigue was somewhat of a factor in the event. It was the last duty day of a pairing that had us flying a mix of long and short legs, including international legs to and from an international country, and crossing the country and multiple time zones. We shifted between flying and non-flying duty periods several times and scheduled rest varied from long to short periods. Obtaining "quality" rest was a challenge and I most definitely accumulated a sleep deficit by the day/time of the event. I estimate that I slept a total of 5.5 hours during the rest period prior to the duty period of the event, one sleep period of 4 hours and another nap of 1.5 hours, waking approximately 3 hours prior to reporting for the event duty period.

## Narrative: 2

First, I can't confirm all the information requested above. I don't remember exactly which Center we were talking to or pinpoint where we were relative to a fix. I think we were with ZZZ but it might have been ZZZ1, and we were south of ZZZ1 and west of ZZZ2 at the time, going direct to ZZZZ. I was the FO and the Pilot Flying. We were cleared direct to ZZZZZ. The Captain/PM was eating his catering so I was also answering the radio. When we received the clearance to ZZZZZ it was easier for me to enter the fix in the FMC than it would have been for him, so I typed that in. About 10-15 minutes later the Controller said that he showed us about 45 degrees off course and asked whether we were going direct to ZZZZZ as cleared. We double-checked for NAV selected to the fix, looked at the course deviation, and checked the FMC, and they all confirmed direct ZZZZZ. On closer examination, though, we realized that we were actually going to a fix called ZZZZZ1, and that I had misspelled the correct fix when I typed it in. I didn't select it from the fixes listed on the flight plan, and should have done that instead of typing it in. That would have obviated the error. The aircraft made a fairly significant turn to the right when I executed the direct-to command and I thought at the time that if I'd known it was such a big difference in the track I'd have requested direct sooner. The Captain later said that he'd thought it was strange that the bearing/distance on the FMC didn't match what the airplane had turned to when we made the turn, and wished that he had said something at the time so that we could resolve the discrepancy. I should have caught the misspelling at the time, but I also should have selected the fix from the list instead of typing it in. I indicated that fatigue was a factor with this event because I think I would have caught the error or not made it in the first place. We overfly ZZZZZ often and I've noticed the variant

spelling before. It was the last night of the trip, though, and I'd not had more than 4 consecutive hours of sleep (or more than 5.5 total) on any of the previous days.

## Synopsis

Air Carrier flight crew reported a heading deviation caused by not following SOP's and a change to the crew's normal procedures due to the pandemic.

ACN: 1783019

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : IMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1783019

Human Factors : Troubleshooting

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument



ASRS Report Number.Accession Number : 1783024

Human Factors : Troubleshooting

Human Factors : Distraction

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected.Other

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Returned To Gate

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Software and Automation

Primary Problem : Ambiguous

## Narrative: 1

We were on a quick turned from a late inbound flight and it verified in ACARS that we were going to keep the aircraft for the final leg of the day. We had flown 3 legs in and out of ZZZ under winter conditions, active snow and de-icing every leg. My attention had been high on the aircraft MEL items, airport NOTAMs and the changing weather conditions. We pushed back for gate de-ice in ZZZ, we had received a SELCAL/ACARS message (MSG) regarding a change and we were still good to go. However, the ACARS remained on this page and prior to de-ice I noticed there was still a SELCAL message posted. My FO and I checked the MSGs and it came to our knowledge that our Flight Attendant (FA) was being removed from our trip due to COVID Exposure. This ACARS message was received after push-back as we were getting de-iced. We then double checked the release and we realized there were 2 amendments. One was for the TAIL SWAP which we were aware of. However, due to the immediate boarding at our gate and activation of ACARS and upon finding that we were keeping the current airplane we did not see AMD # 2 with the FA change. We completed de-icing and that is when I called my Dispatcher and acknowledged the change. I advised him that we would be returning back to the gate, however due to extenuating circumstances, this should have been a notification that should have been sent earlier in particular VIA phone call to myself, the PIC, regarding this change. Prior to push, I had no knowledge of the situation or the change, the change I knew of was of the plane swap because I noticed the tail number in ACARS. Due to the quick turn, the FA had her phone off as we were boarding and was not aware either of the change and of the COVID exposure. However, since there was no acknowledgement there should have been an attempt to notify the FA through my FO or myself. I believe that the quick turn and the focus on the inclement weather distracted me from the information being received. I also believe there was breakdown in CRM from the PIC/Dispatcher point of view. This was a last minute change to our paperwork, and this change should have required a phone call to me, the PIC or an ACARS MSG PRIOR to push to acknowledge the change. At times there is lack of support from the Flight Ops/ Dispatcher level in being proactive to provide the most up to date information forcing the PIC to take attention away from other tasks, potentially like in this scenario and missing information. There needs to be a way to notify the flight crews of amendments made on the release. There are multiple reasons a release

can be amended ranging from, CREW SWAPS, TAIL SWAPS, Weather, Alternate, NOTAMs, MEL, TIMES, etc. These amendments, can be essential to flight and ensuring both PIC and Dispatch is aware of the change is key. On our ACARS we have the ability to respond for numerous items, acknowledge TARMAC delays, acknowledge "UNSTABLE APP AIRPORTS" via ACARS but we do not have a way to acknowledge flight release amendments. I am suggesting that prior to push should an amendment be made, if not acknowledged, it will NOT ALLOW crews to send for T/O DATA until it is ACKNOWLEDGED via ACARS or via telephone. After push back, you would have T/O data, but an acknowledge would be required VIA ACARS or Telephone. I believe this would also help with our AIRWORTHINESS Management system in ensuring crews have the correct MEL Listed on the release prior to push or especially after pushback. I strongly believe this would add an additional layer of safety that ALL Pilots could benefit from.

## Narrative: 2

We had to return to the gate because we became aware that we had the wrong Flight Attendant (FA) on board after push-back. There was an amendment to the release that we didn't receive notification for the FA change. Quick, late, and focused on the weather. Lack of system to ensure receipt of amendments. Break down in CRM between Company, Dispatch, and Flight Crew. I suggest better CRM systems between Dispatch and Flight Crew by implementing some type of acknowledgement when there are amendments to the RLS. Flight crews should not have to dig for information when Flight Ops and Dispatchers can also have the ability to provide the information to flight crews. Therefore, reducing workload on flight crews and staying focused on the things that require our full attention.

## Synopsis

Air carrier flight crew reported returning to the gate after receiving notification a Flight Attendant onboard had been exposed to COVID-19.

ACN: 1783017

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class C : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1783017

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Confusion

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Ambiguous

## Narrative: 1

Descending into ZZZ on a visual approach to Runway XXL, but following the guidance of the ILS. A stable and uneventful approach. Upon landing we had a 6-7 knot tailwind. We landed longer than normal. I wouldn't say that we were outside of the touchdown zone, but it was very close. From my perspective the main wheels touched down prior to the end of the touchdown zone. We had floated a bit and I had to wait for the aircraft to lose that lift and start sinking into the runway before executing my landing flare. Elected not to go around and continue because nothing was unsafe we had a 10,996 foot runway and I elected to use max thrust reversers upon landing to slow us down safely. There was a few contributing factors. The main one being the tailwind on landing. Second was because of less travel due to COVID we sometimes have very light airplanes. Our landing weight was under 36,000 lbs being very light for the aircraft. So the lightweight along with the tailwind wasn't ideal. Lastly, company has recently within the last year or so updated our procedures where we add X knots to our straight in landing speeds regardless of the situation. Not having to add that extra X knots would have helped us carry less momentum into our final approach. We do bleed off the airspeed before touching down, although it's never perfect. The airport should have been landing in the other direction with the wind favoring the other runway, and it would also be more safe because of less terrain that we can't see at night. Also I should have thought about our extra light airplane and possibly requested the other runway. Also, It has been my opinion since it has started that airline go back to the normal landing numbers without adding extra 5 knots. And let the pilots decide when the extra airspeed is necessary depending on environmental factors.

## Synopsis

Air carrier First Officer reported a long landing possibly outside of the landing zone. Reporter attributed discrepancy to possible company policy of adding speed to straight in landings and the aircraft being light in weight.

ACN: 1782990

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 5300

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Icing

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1782990

Human Factors : Confusion

## Person : 2

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1782989

Human Factors : Time Pressure

Human Factors : Distraction  
Human Factors : Workload

## Events

Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Automation : Air Traffic Control  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

With a light load (XX passengers), Tower cleared for an expedited takeoff Runway XXL, Runway heading. Takeoff without incident, with a high climb rate due to weight. Configured and continued climb hand flying. Reaching 3,200 feet, at 200 knots, climb rate was 4,000 FPM+, leveled a bit to slow climb and increase speed to 250 knots. Captain was completing after takeoff checklist, and made 1,000 foot call. Reached 250 knots at 4,200 feet, and proceeded to slow and increase climb simultaneously, while ATC was giving further clearance. In my mind I expected a further climb, but we only received direct ZZZZ. Realizing we were not getting cleared higher, and at 4,600 feet with an increasing climb rate currently at 3,500 FPM, I immediately began correcting with pitch and power. Captain said watch your altitude, and I advised correcting. ATC advised maintain 5,000 feet, Captain responded correcting. The stable correction required a top altitude of 5,300 feet. ATC advised no problem, and that there was overhead traffic. There was no disruption to traffic or flight due to this 300 feet deviation. The rest of the flight was conducted without incident. I believe I slowed my deceleration in order to level at 5,000 feet when I heard ATC begin giving further clearance because I just expected higher to be given also. Obviously each clearance is specific, regardless of expectations, so pitch and power accordingly, and a correction won't be necessary. It didn't help that the climb rate was very high due to light load, adding hand flying to it just increased the workload. At light loads, in the busy ZZZ environment, probably best to utilize the automation a bit more to lighten the workload.

## Narrative: 2

During initial climb via the ZZZZ departure as I was completing the after takeoff checklist I noticed we were at a very high rate of climb as we were approaching our top altitude (maybe 4,800 feet) and reminded name (FO) of our 5,000 assigned altitude he immediately started correcting. As a result of the rate of climb we climbed through 5,000 feet to 5,300 feet and then back down to 5,000 feet. This happened during a busy time I was running checklist and communicating with ATC while the FO was hand flying. I feel that I could have paused the checklist from the 1,000 foot horn and call until our altitude was captured to make sure we wouldn't climb through.

## Synopsis

Air carrier flight crew reported an overshoot of altitude on departure and made reference to the aircraft being light in weight.

ACN: 1782950

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Ferry / Re-Positioning

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 126

ASRS Report Number.Accession Number : 1782950

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Other / Unknown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Security

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors



## Narrative: 1

We blocked out for our XA: 35 scheduled reposition flight to ZZZ1 at XA: 25 at gate X in ZZZ. Shortly after blocking out we received an MDC fault status message so getting a ramp crew to push us right away was not our top priority. I called Maintenance and we were able to MEL the MDC through a pilot deferral. As I finished up the paperwork I asked my FO to call operations to start rounding up a ramp crew for us as we would be ready to leave shortly, I am guessing this was around XA: 45. After a while I saw 2 rampers come out, they disconnected power then seemed to disappear again. I knew we were a reposition flight, so understood if we weren't the highest priority as the weather wasn't the best; so I tried not to push too hard for them to hurry up. At approximately XB:05, I was just about to call ops to ask them the status on our push crew when our main cabin door was opened unexpectedly by a cleaning crew that informed us they needed to do a sweep and clean our airplane. I was baffled that they just came up to our aircraft unannounced and opened our door without making any contact with us first. We had already completed our pushback checklist and everything 100% ready to go and our door just opens up. They completed the security sweep and the COVID cleaning form (why we need COVID cleaning to send a plane into heavy check is beyond me). No one at the airport seemed to have any idea that this aircraft was going to be ferried out. This led to ground personnel not having everything completed that they were supposed to complete prior to departure. The gate agent told me we were good to go as it was a ferry flight, so I was under the assumption that the security sweep and COVID cleaning would not be needed. To prevent this from happening again I think it would be wise to revert our pushback checklist to how it used to be where we would turn the beacon on as a part of the pushback flow. Those cleaners could have potentially found themselves in a dangerous situation very fast and I think the beacon would have stopped them. As a former ramp worker I was always taught never to approach an aircraft with a beacon on. Also, I think some more guidance on FFOD security sweeps and COVID cleaning requirements regarding reposition and charters would be nice. I worked a charter flight recently and thinking back on it we were never given a security sweep on day 2 of our charter. I have done several repositions lately and sometimes we aren't starting at a terminal and cleaners haven't had access to the airplane.

## Synopsis

Air carrier Flight Captain reported being ready to push an aircraft that was planned for a reposition, when the cabin door opened, and a cleaning crew came aboard.

ACN: 1782877

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 40000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 23045

Experience.Flight Crew.Last 90 Days : 120

Experience.Flight Crew.Type : 11935

ASRS Report Number.Accession Number : 1782877

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Non-compliant passenger. During our flight I was informed of non-compliant passenger, Passenger X seat XX6, who apparently was continually reminded of face covering policy. Flight Attendant woke passenger to remind them to mask up. I was informed of this during a bathroom break an hour before landing. The passenger followed the Flight Attendant to first class cabin to complain about being woken up. Captain made PA "reminding all passengers of policy." I told the passenger we need to get a commitment for mask and he agreed and then made a complaint about being hurt by Flight Attendant. Flight continued without further incident and Customer Service Supervisor met aircraft.

## Synopsis

Air carrier Captain reported a passenger was not complaint with face mask policy during flight.

ACN: 1782864

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Rain

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 2746.37

Experience.Flight Crew.Last 90 Days : 127.17

Experience.Flight Crew.Type : 487.87

ASRS Report Number.Accession Number : 1782864

Human Factors : Fatigue

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Pairing X was modified once a week or two ahead for report times. Trip began with along ZZZZ layover and second day with a XA:50 report to fly XR:03 block to ZZZ. In cruise to ZZZ we were informed by the FA crew that no meals were boarded for us. We asked for what snacks were available given neither of us had eaten since breakfast. We were given snack type food, sugar and nothing of substance. Upon landing in ZZZ we had to clear customs and had no option for food before leaving the airport as after customs we were right at the hotel pick up area. We called the hotel and asked them to send the van and they informed it would be 10-15 mins. 45 mins later (now 11 hrs remaining in our layover) we got the hotel. We asked what food options were available and they said nothing. We both changed and walked around the hotel and found a takeout restaurant still open but with 5 plus people in line to order. By the time we got our food we had less than 10 hrs remaining in our layover and a full meal to eat. I am not use to eating this way and tried my best to get what rest I could prior to our van at XS:05 AM for a XS:40 AM report. My Captain started the crew briefing that morning with "I did not sleep as well and I'm feeling effects of fatigue so keep an eye on me." I slept OK and we both felt OK to fly to ZZZ1 and would evaluate the day as each flight came. Upon reaching ZZZ1, we were both making our standard SOP callouts - but the wrong callouts at the wrong time. For example, "Set missed approach altitude at GS intercept vs at 1,000 feet AFE". We landed and both agreed we were feeling more effects but were still fit to fly our leg to ZZZ2. Roughly half way to ZZZ2 I felt like I "hit a wall" and told the CA that I would be calling fatigue for the ZZZ3 leg. Immediately she said "please do the same for me." We completed our flight to ZZZ3 per SOP and no errors were made on arrival nor en-route aside from a few misplaced callouts. This pairing X had multiple fail points. First, no food was boarded in ZZZZ - not even the COVID adjusted non approved meal. Nothing. Second, upon arrival and clearing customs, the hotel van took over 45 mins to get to us and over an hour to get to the hotel further shortening our layover time. Third, upon arrival at the short layover, the hotel had zero food options available - not even a to go option. I can assure had we not found the restaurant across the street this would have resulted in a call to scheduling that evening. We cannot not be fed on a 6 hour flight we are planned to get both a meal and a snack and have nothing boarded. And then get to our short layover and have no food available and have to spend more time finding food and then eating a full meal to then have to sleep immediately afterwards. The sleep quality was poor at best. This completely set up day 3 - the longest day of our trip for failure. This pairing needs to be looked over and corrected, and/or the company has to provide some failsafe option if food is not boarded. In this instance we not only had food not boarded and available, but at the time we needed a quick option with no other option - the hotel had absolutely nothing. In this case we were set up on day 2 to have a minimal rest night and then move into a 3 leg day spanning 11+ hours with minimal poor sleep the night before.

## Synopsis

Air carrier First Officer reported a flight pairing where they had no proper food available and minimal sleep leaving them fatigued and hungry during flights.

ACN: 1782848

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Airspace.Class D : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1782848

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

We checked on with ZZZ Approach and requested the RNAV Z XX via ZZZZZ. ATC advised unable due to traffic for Runway YY and told us to expect a visual to either [Runway] XYR or YY. The ATIS was reporting a high OVC and a low scattered layer, I think at 700 feet, we did not think we could accept a visual so we requested the RNAV Z YY. The Controller said we could expect that but we would need to be vectored, I said that was fine and also offered direct ZZZZZ1. We were vectored pretty far to the south east, over the river and past ZZZZZ1. We were finally given a vector to intercept final at or above 3,000 and cleared the approach. The CA tried to activate the approach and we discussed not activating RNP's, we had descended some while on the final course in VMC (I recall about 1,900 feet) and decided to cancel approach. We flew the missed and were vectored for the RNAV Y YY, that approach was uneventful. The CA and I had a full debrief and we learned a few things. The first issue was the Controller seemed unaware that we are unable to accept vectors to final on an RNP. After the go-around he asked the reason why and I told him that we can accept direct to or an intercept on a published leg but not vectors to final. He said thanks and I think he just did not know, but perhaps this should be known by all the controllers that work company aircraft. The second thing I learned is that I need to trust my gut feeling in these situations, once we were vectored past ZZZZZ1 I was anticipating that the Controller was going to vector us on to final, perhaps I could have asked him or requested the RNAV Y. The CA was ready to accept vectors to final and activate the approach, he began descending on the final course and I reminded him that we cannot accept that as it may cause issues with VNAV. The CA is a good pilot and sharp but is a newer captain and hadn't flown in over a month so the rustiness probably contributed. Overall I think we handled the situation as best we could and did not compromise safety in any way, especially with a missed approach not at the MAP which is something we rarely do on the line.

## Synopsis

Air carrier First Officer reported confusion with ATC's clearance resulted in a missed approach.

ACN: 1782817

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 5200

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Initial Approach

Route In Use : Visual Approach

Airspace.Class E : ZZZ4

## Person

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1782817

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Airspace Structure



Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

On Approach into ZZZ [airport] at night on the ZZZZZ arrival requested Runway XX for landing from ZZZ Approach. ZZZ Approach then instructed a 180 heading for the Runway XX. We could see we were getting on descent that was already going to be high to start with and requested a descent from ZZZ Approach. ZZZ let us down to 5,200 feet due to terrain in the area. This was not how we had briefed or planned to enter the visual approach. We had discussed and gone over the pages enroute and decided based on weather and winds and go-around factors that the coded visual to 15 would be the wisest choice. However, we thought that would start from ZZZZZ1. The vector ATC gave us pointed the plane toward the final approach fix for the Coded Visual Approach ZZZZZ2 bypassing the rest of the waypoints on the approach. The FO was flying the approach and used a high rate of descent to get down. Got a descent rate call on the approach but that was also expected due to the 3.2 degree glide slope. At 1,000 feet AGL I was 10 knots fast right at the edge of the stable and decent rate was 1350 ft/min. I thought I had til 500 feet to get stable since it was a visual approach. I should have either gone around, requested Runway Y or maybe executed an S-Turn. The plane landed uneventfully in about 3,500 feet using a Flaps 40 landing. This was my first time flying into ZZZ and the Captain had only flown in there once before in the previous year also has not flown much during the year due to leave. ATC gave us a vector toward the Final Approach Fix on the Coded Visual Approach which was not expected from reading the pages. Also, the Captain and I were under the belief we had until 500 feet to be stable due to the old SOPs. Furthermore, on the descent into ZZZ using the ZZZZZ3 arrival you are on with ZZZ1 Approach and do not get handed off to ZZZ Approach until 6,000 feet so you don't get a runway assignment very far out. Being at night first time into a short field with mountainous terrain was a cause as well. I think on the company pages it would help to paint a better picture if there were notes to not accept a vector to the visual and proceed direct to ZZZZZ for the visual approach to Runway X if that is the runway of choice. If entering on the ZZZZZ3 arrival a note letting the crew know they won't talk to ZZZ Approach til below 10,000 feet. Perhaps at night to not accept a visual approach to Runway X and use the ILS to Runway Z.

## Synopsis

Air carrier First Officer reported an unstable approach and stated they should have executed a go-around.

ACN: 1782783

## Time / Day

Date : 202101

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Taxi

## Aircraft : 2

Reference : Y

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Taxi

## Person

Location Of Person : Gate / Ramp / Line

Location In Aircraft.Other

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1782783

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Distraction

## Events

Anomaly.Ground Event / Encounter : Other / Unknown

Were Passengers Involved In Event : N

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Staffing

Primary Problem : Procedure

## Narrative: 1

Today we completed XX moves, which puts us at the upper limit of historical average daily movement totals, a rate that has been ongoing consistently for over a month, at the same

time while dealing with staffing issues largely related to out of service personnel due to the ongoing public health situation. All that being said, this team could be considered as being pushed to near its operational limits. This report serves to document an inconsistency in the midst of this already stressful situation. It needs to be mentioned that I have previously submitted two reports on this issue, and a few of my colleagues have indicated they have as well, yet the situation continues to cause issues. Like so many other problems that this company attempts to address, the issue garners some focus for a while, but is soon forgotten. While assigned to operate super tug X, we were tasked to tow off an aircraft X type from gate X. The Z gates on the X terminal at ZZZ are known entities when moving aircraft X type, because of the minimal clearance between the nose gear and a line of concrete curbing between the building and the gate. I was acting as the observer on this move, and so I prepared the ship to tow while my partner attempted to capture the nose gear with the super tug X. Because of the extreme limited space, it took him approximately twenty minutes of constant maneuvering to capture the gear. Obviously this adds unnecessary strain to us which could affect our focus. Numerous times while he was attempting to connect, the bumper of the super tug X made contact with the curb wall, at one point almost knocking it over. This was not due purely to neglect, but more so because there was simply no other choice, he needed every available inch and more to complete the task. During the course of this, our Supervisor called us to inquire as to our status. I let him know we were having difficulty, without being specific, and his response was that other crews had towed off of that gate many times without a problem. I am not sure having just seen it firsthand how that would be possible. We had significant difficulties which jeopardized aircraft and equipment, although there was no reportable damage in this instance. Later on that day, during the busiest part of the shift, we again took an aircraft off another questionably accessible gate. At this time, though, no other gates were available. After the main flight departure bank had left, we took another aircraft, an aircraft Y type 2, to a gate which it would have been better not towed to. After releasing the aircraft, I checked the time and it took a full five minutes to egress with the super tug X from the area in front of the plane. Ideally it should take about one minute, or perhaps two depending on driver competence. It took five minutes because it is significantly more difficult to access or egress from the X, Z, and Y gates on the X terminal at ZZZ with a super tug X. This is due to space constraints. Tows should not be assigned to these gates unless operationally necessary beyond just a basic need. In the case of the second tow, it was necessary, because there was no other gate available. On the first tow, from my perspective on that gate, I could see that two other more optimal gates were unoccupied. On the last tow, I decided that I would count the available gates on the North side of the terminal, but I did not have to because they were all open, the only aircraft on that side was the one we had just placed. All though it will soon be a moot point, as the aircraft X type will no longer, at least for a time, be routed through ZZZ, I still feel it is necessary to bring it up because of the avoidable oversights which gave rise to the situation, escalating the risk level with little to no need or gain.

## Synopsis

Ground employee reported difficulty moving aircraft off a specific gate due to reduced clearance.

ACN: 1782770

## Time / Day

Date : 202101

## Place

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

## Environment

Flight Conditions : IMC

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Component

Aircraft Component : HF SSB  
Aircraft Reference : X

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 2456  
Experience.Flight Crew.Last 90 Days : 148  
Experience.Flight Crew.Type : 2456  
ASRS Report Number.Accession Number : 1782770  
Human Factors : Confusion  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Procedure  
Primary Problem : Aircraft

## Narrative: 1

This report is being filed to document current long range HF communication challenges on the X area route system. On Aircraft X, Date, ZZZ1 to ZZZ2, and several others over late December and early January, the ZZZ1 AIRINC HF radio station in use has been overwhelmed at times. The radio operators are doing a good job, but the volume of aircraft trying to use the primary frequency is often excessive. The X area route HF frequency impacted is X (secondary Y). I believe that pre COVID ZZZ1 AIRINC was using two frequency pairs for X area flights to the X Islands (relief by using [frequency] Z and A to avoid saturation). It appears that they have cut back to a single frequency pair for the X area structure. The root problem however is not the AIRINC reduction, but rather the failure of Company Airlines to properly equip the [aircraft X type] fleet for this flying. The [aircraft X type] fleet has delayed installing SATCOM capability for mainland aircraft, and claims by the fleet to equip the [aircraft X type] fleet properly have not materialized. Report filed [month] 2019 documented an excessive delay of 47 minutes in getting critical medical information for an inflight medical emergency. The [aircraft X type] Fleet responded to the report by stating "We are currently evaluating a solution for the [aircraft X type] fleet. It is currently installed on a [aircraft type] and will be in service in approximately 2-3 weeks. The intent is just as the report indicates, to provide better communications on our [Oceanic] routes." Yet here we are today. As a result of the reduction in demand due to COVID, many airline flights operating to the X Islands are using the [aircraft X type]. All of these [aircraft X type] flights are limited to HF communications unlike the Company [aircraft X type] aircraft in [US territory] that have been using SATCOM, CPDLC and ADS for over X years. Operators like Airline Y, Airline Z and even Airline A are a few of the airlines currently using SATCOM and CPDLC. Company [aircraft X type] flights are often getting updated flight safety information relayed from these other aircraft as we do not have timely access to updated weather and turbulence information.

## Synopsis

Air carrier Captain reported problems associated with the HF equipment on specific oceanic flights.

ACN: 1782763

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Component

Aircraft Component : Airspeed Indicator

Aircraft Reference : X

Problem : Failed

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 13293

Experience.Flight Crew.Last 90 Days : 95

Experience.Flight Crew.Type : 10124

ASRS Report Number.Accession Number : 1782763

## Person : 2

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Experience.Flight Crew.Total : 758

Experience.Flight Crew.Last 90 Days : 0

Experience.Flight Crew.Type : 758  
ASRS Report Number.Accession Number : 1783586

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Rejected Takeoff

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

As pilot monitoring, first officer was receiving a Line Check for a requalification, due to a lapse in currency due to COVID-19 pandemic. During the takeoff roll, I checked all airspeed indications on both sides of the cockpit per SOP. At 100 knots entering the high-speed regime, I observed my airspeed indicator (Captain's), was now reading zero airspeed and there was an orange flag. I realized the airspeed indicator had failed and I called out the reject and took positive control of the aircraft. The auto brakes activated in the RTO function and we cleared the runway and followed SOPs. The aircraft [was taken] out of service for further inspections. There were no injuries to either crew or passengers and no damage to the aircraft.

## Narrative: 2

While departing on the takeoff roll, the Captain initiated a rejected takeoff. Once the rejected takeoff was initiated, I radioed Tower, advised of the reject and asked for vehicles due to possible hot brake conditions. I then addressed the passengers and asked them to remain seated. The rejected takeoff was initiated above 85 kts (because the RTO brakes engaged automatically) but prior to the 100 kt callout. The Captain appropriately exited the runway and advised me that he had witnessed a faulty airspeed indicator display which is why he elected to reject the takeoff. Once clear of the runway, and stopped on the taxiway, we initiated the Rejected Takeoff QRH/QRC procedures. Once complete, we made proper notifications to the cabin crew, ATC, dispatch and company. The entire event was handled very professionally and efficiently by all involved. Once at the gate, the passengers were all booked on a later flight to ZZZ1 [airport], the aircraft was removed from service, and the airspeed indicator was replaced. The Captain and I operated the same aircraft back to ZZZ1 the next morning without issue.

## Synopsis

Air carrier Captain reported the airspeed indicator failed on the Captain's side during takeoff roll resulting in a rejected takeoff.

ACN: 1782759

## Time / Day

Date : 202101

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise

## Component

Aircraft Component : Cabin Entertainment  
Aircraft Reference : X  
Problem : Failed

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 7833.47  
Experience.Flight Crew.Last 90 Days : 157.55  
Experience.Flight Crew.Type : 1529.53  
ASRS Report Number.Accession Number : 1782759  
Human Factors : Confusion  
Human Factors : Human-Machine Interface  
Human Factors : Situational Awareness  
Human Factors : Time Pressure  
Human Factors : Workload  
Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related



Contributing Factors / Situations : Human Factors  
Primary Problem : Aircraft

## Narrative: 1

Aircraft X had more than 50 entertainment and power systems become inoperative during our flight from ZZZZ to ZZZ. The flight crew communicates with Dispatch in hopes of **having the team compensate the effected individuals. Unfortunately, the team's** response was to have the flight attendants utilize their handhelds and enter in each customers information. The team said they did not have the ability to address our partial cabin issue. With the current pandemic, it would be prudent to limit flight attendant interaction with customers. Especially, in a situation where the exposure is high for extended periods of time. Maybe we should rethink how the team can help keep our flight attendants safe and provide a quality product to our customers?

## Synopsis

Air carrier Captain reported entertainment and power systems failed during flight and had to use flight attendants to record data so the affected passengers would receive some type of reimbursement.

ACN: 1782752

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Environment

Light : Daylight

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

ASRS Report Number.Accession Number : 1782752

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

Were Passengers Involved In Event : N

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Since the COVID-19 Pandemic has started, I have yet to see ANY person in a management position or management support position wear a mask in the flight operations crew lounge. As a result, what I've observed from other line pilots is people walk in the lounge, and drop their masks immediately. That's not universal, but it is or was very prevalent. For months, I've simply avoided going in the lounge. On my last trip, I needed to enter again. Nothing's changed. Clearly, from (name)'s message dated X, as well as (name)'s message the same date, I believe the company's clear expectation is we are all supposed to wear masks in any company location. As supposed experts at managing risk, there is a problem. Leadership by example is lacking. Very disappointing.

## Synopsis

Air carrier pilot reported people not wearing a mask while inside the flight operations crew lounge.

ACN: 1782749

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

Airspace.Class A : ZZZ1

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 140

Experience.Flight Crew.Type : 4400

ASRS Report Number.Accession Number : 1782749

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Confusion

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Just prior to pushback we were notified of a ZZZ1 Center closure. We delayed push and notified Dispatch. We were filed a new route, which avoided ZZZ1 Center, got more fuel and a new release. Our CPDLC was as filed. We then received a re-route via CPDLC and it was within about 30 NM of our previous route, checked fuel and pushed. As we proceeded south toward ZZZ [VOR] I queried ATC about our re-route. I emphasized that we had filed for a route that avoids ZZZ1 Center and was told they would call "upstairs" and see what was going on. We were told that the X area route was unavailable. When we turned east toward ZZZZZ [Intersection] I queried the next Controller about our routing and, after making a phone call, I was told the area X route was unavailable and they had a plan to get us to ZZZ1 [airport] via our current routing. As we neared ZZZZZ [Intersection], I again queried the Controller about what the "plan" was. He said that ZZZ1 Center was going "Zero" at XA:XOz. So now I thought we would be holding. We were then handed off to ZZZ2 Center and they said they had a plan for us. They gave us a left vector and I asked about holding. ZZZ2 [Center] said that if we could go down to FL220 they could get us in. We said we could do that and were cleared FL220 direct to ZZZZZ [Intersection] and give a ZZZZZ1 [Intersection] estimate, which we did. After turning south over ZZZZZ [Intersection], ZZZ2 Center told us "Radar service terminated" and contact ZZZ3 Center. Somewhere between ZZZZZ [Intersection] and ZZZZZ1 [Intersection] we received a dispatch ACARS that we were not allowed to accept this routing. While the Captain was trying to coordinate with Dispatch I made an unrequired position report to ZZZ3 Center just to see if they could hear us and they acknowledged. The Captain told me that Dispatch wanted us to divert to ZZZ2 [airport] and was getting us numbers. After a failed attempt to reach dispatch on ARINC we discussed the option of diverting to ZZZ2 [airport]. At this point we were about 80nm from ZZZZZ1 [Intersection] and decided that it was more prudent to continue to destination than to try to reverse course in a non-radar environment. We checked in with ZZZ3 Center at ZZZZZ1 [Intersection] and the rest of the flight was uneventful.

## Synopsis

Air carrier First Officer reported that the planned route to avoid ATC Zero airspace became unavailable and ATC provided a new route which resulted in the flight being in a non-radar environment. First Officer stated that they were later informed by company that they were not allowed to accept such a route.

ACN: 1782742

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Intersection : ZZZZZ

State Reference : US

Relative Position.Angle.Radial : 030

Relative Position.Distance.Nautical Miles : 50

Altitude.MSL.Single Value : 38000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 97

Experience.Flight Crew.Type : 14972

ASRS Report Number.Accession Number : 1782742

Human Factors : Workload

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Distraction

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

We were delayed out of ZZZ1 [airport] due to ZZZ Center being closed for a "COVID cleanup." Dispatch sent us a new release with a route that took us well west of ZZZ Center's airspace. Following takeoff and soon after leveling off at cruise altitude, ZZZ1 Center asked if we wanted to stay on that route, or get a short cut. They offered: Route Y (Original: Route X). The FO and I discussed the short cut, and I sent a message to Dispatch indicating we were going to accept this new route. Our thought was ZZZ2 and ZZZ3 Centers had divided up ZZZ [Center] airspace and were providing radar coverage for this route, though it appeared that normal radio coverage would be lost north of ZZZZZ [Waypoint]. We were instructed to contact ZZZ3 Center 35 miles north of ZZZZZ. We were indeed asked for an ETA for ZZZZZ, but we were never told radar coverage would be lost. When we checked in with ZZZ3 [Center], we were told we were in radar contact. Dispatch sent a message later in the flight to call upon landing. There was a question as to the legality of flying through "domestic" airspace without radar coverage. (Dispatch used the term "uncontrolled" airspace.) I explained I was unaware we had entered "uncontrolled" airspace since we were in Class A airspace. I explained, I thought the centers had provided coverage through the route, but we had an area where radio contact on regular frequencies was lost. I am writing this in case we inadvertently entered domestic airspace without adequate ATC control and unintentionally violated a company policy.

## Synopsis

Air carrier Captain reported not knowing if they were legal to fly in domestic Class A airspace in an uncontrolled environment after a Center had gone ATC zero.

ACN: 1782728

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : None

Airspace.Class A : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ1

Aircraft Operator.Other

Make Model Name : Small Aircraft, High Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Climb

Route In Use : None

Airspace.Class A : ZZZ1

## Aircraft : 3

Reference : Z

ATC / Advisory.Center : ZZZ

Aircraft Operator.Other

Make Model Name : Small Aircraft, Low Wing, 2 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Mission.Other

Flight Phase : Climb

Flight Phase : Cruise

## Person

Location Of Person.Facility : ZZZ.ARTCC

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

ASRS Report Number.Accession Number : 1782728

Human Factors : Training / Qualification



Human Factors : Troubleshooting  
Human Factors : Workload  
Human Factors : Time Pressure  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Human-Machine Interface  
Human Factors : Distraction  
Human Factors : Confusion  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I am an Air Traffic Controller. It is my job to keep people safe while maintaining an orderly and efficient flow of Traffic. All of that was thrown out the window this night. I was instructed by management who were following orders received from the Command Center to ship numerous aircraft into a black hole (ZZZ1 ATC Zero). These pilots and passengers left the safety of a radar environment with no radio communication, no approved separation, and no one watching over them. The first ZZZ1 went ATC zero for COVID cleaning in the middle of the day and it completely overwhelmed the ZZZ2 [Center] controllers. The sectors became completely unmanageable. Aircraft from ZZZ1 Center entering ZZZ2 [Center] checked in responding to an RA. Training was insufficient and we were not prepared for what was about to happen. The last time I received training on non-radar separation was in 20XX in a classroom in Oklahoma City. I had no real-life experience with it until this week. I arrived at work I received a verbal briefing from my Supervisor. I was handed a sheet covered with tons of airports, routes, altitudes requirement, and minimal phraseology. Not only was this an insufficient amount of time to absorb the information, the instructions on the sheet were incorrect. We were told to get estimates over a fix and make sure he had 10 minutes between aircraft. In actuality we were supposed to assign a time for them to cross the fix. Also, the phraseology we were given when switching the aircraft did not include "radar service terminated." It was only after I got off position I realized that I had not given that critical piece of information to the pilots. I was so busy trying to sort out who needed what route and what was the appropriate altitude that I was unable to print strips and pass estimates. Knowing I was

overwhelmed I called for help on 2 occasions. However, management and the tracker were so busy helping other people that they could not hear my calls for help. The information sheets we were given had so much information on them it was very difficult to know who needed what. At one point my information sheet was being used by another Controller. This made it very difficult to know what I needed to do with the aircraft. It was a very chaotic situation for everyone. As soon as I was relieved from my position I immediately notified my Supervisor that I had not passed any strips or estimates. I left with a sinking feeling in my stomach not knowing if the planes I shipped were actually separated. Concern over whether they made it through the black hole and arrived safely to ZZZ3 [Center] weighed heavily on my mind. Below are a few examples of Aircraft that were placed in dangerous situations as a direct result of the decision to misapply non radar rules and by allowing ZZZ1 [Center] to go ATC zero in the middle of the day during peak traffic times. Aircraft X- Took the clearance and left ZZZ2 [Center] airspace entering ZZZ1 [Center] ATC zero airspace. At some point the pilots realized that they were not allowed to fly non radar. Since they were no longer in communication, they turned their plane around and flew back into ZZZ1 [Center] airspace without a clearance. This jeopardized the flight because they were at FLXXX. This was an altitude we were using to clear aircraft through ZZZ1 [Center] airspace on non-radar routes. No separation was provided for this flight and they may or may not have had a loss. I have no idea if he was head on with another aircraft at the same altitude. This was an extremely dangerous situation. Aircraft Z - Level at XX,000 feet in ZZZ1 [Center] airspace. ZZZ1 [Center] updated his data block to VFR and put him on my frequency. ZZZ1 [Center] did not call and coordinate anything on his flight. The pilot checked in stating he was on an IFR flight plan in IFR conditions and wanted to climb to get out of the clouds. I told him I did not have authorization to change his altitude and if he could climb VFR to get out of clouds it would be OK. In hindsight this actually may have been an emergency. If he was in fact VFR like his data block indicated, he may have been VFR in the clouds. He later reported that he was VFR on top at XY,000 feet. Additionally, ZZZ1 [Center] put this aircraft on my frequency and he never even entered my airspace. At XX,000 he would have entered ZZZ [TRACON Airspace]. At XY,000 he entered the sector adjacent to me. Aircraft Y - Checked in about 15 miles inside ZZZ [TRACON] airspace level at X,000. The pilot said he was on an IFR flight plan, in the clouds and ZZZ1 told him to contact me. This Aircraft also never entered my airspace. I am almost positive that ZZZ1 [Center] violated ZZZ [TRACON's] airspace with this aircraft. Another aircraft had some confusion on his clearance limit. While in ZZZ1 ATC Zero [Center] airspace he entered into holding and was calling for help. After holding for an unknown period of time he became low on fuel. Eventually he was able to get a hold of someone and land at a nearby airport. This incident is deeply concerning. This aircraft was holding and eventually descended to land while we launched numerous aircraft through this area. How many losses of separation might we have had with just this one plane? He was also in distress and had difficulty reaching an Air Traffic Controller for help. This is a prime example of why it is important to maintain communication with aircraft while they are in a non-radar environment. We had two Aircraft at FLXXX with less than 2 miles separation when they reached ZZZ4 Center's airspace. Apparently, there was a major speed overtake and the trailing aircraft caught up to the lead aircraft. I had an aircraft checked in from ZZZ4 Center who informed me that their estimate over the fix was way off. What we did this day was in violation of the 7110.65 non radar rules and Federal Aviation Regulation for pilots. During non-radar, pilots are required to stay in communication with air traffic controllers and report time checks to make sure separation is maintained. These pilots had no radio communication and were never assigned a time to cross the fix. Also, controllers working the aircraft had no way to keep track of who had what time. We were asked to pass the time to the Supervisor, an impossibly task given the circumstances. We also flooded the route with significantly more aircraft than were intended to be on them. The volume was too high and unmanageable. Everyone working

that day knew this was a bad idea. Union, Controllers, supervisors, upper management and our facility chief all knew this was unsafe. We expressed our concerns but were ignored and forced to proceed. I cannot express how deeply concerning and unconscionable this scenario was. We are lucky that we did not have a mid-air or an aircraft in distress that resulted in an accident because they could not receive assistance from ATC. These pilots and passengers were on their own. On this day we were most definitely NOT the safest airspace in the NAS. Without the proper tools and training in place this is an extremely unsafe situation. Interference with Air Traffic Control facility services can lead to loss of life. We need proper training and practice before we are ever asked to do this again. Rules and regulations must be adhered to. Radio communication should be kept between ATC and pilots at all times. We should not overwhelm the controllers. Traffic reduction is a must in situations like these. A tracking sheet should be kept at the scopes to know who was assigned what routes and times over the fix. Extra staffing should be called in to work these extreme situations. After major events there should be study groups put together to come up with better procedures. Air Traffic Controllers and supervisors that worked the traffic should be included in these study groups. When controllers, management and union say this isn't safe or we shouldn't do this then extra precautions should be taken. We are here to work traffic. We know better than anyone what [the] limitations are. Our voices should be heard and when we say something isn't a good idea we are probably right.

## Synopsis

Center Controller reported safety concerns with another Center facility going to ATC Zero during peak traffic times and the confusion/stress this causes the controllers.

ACN: 1782724

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 6000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator.Other

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part.Other

Flight Plan : IFR

Mission.Other

Flight Phase : Descent

Route In Use : Vectors

## Person

Location Of Person.Aircraft : X

Reporter Organization : Government

Function.Air Traffic Control : Approach

Function.Air Traffic Control : Departure

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 3

ASRS Report Number.Accession Number : 1782724

Human Factors : Communication Breakdown

Human Factors : Fatigue

Human Factors : Situational Awareness

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation - Altitude : Undershoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : CFTT / CFIT

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Aircraft X checked on and I instructed him to fly a heading and to descend to 070. He read back 060 and I missed it. A few minutes later I observed him at 060 in a 060 MVA about 1/2 nm from a 064 MVA so I issued a low altitude alert and a climb to 065. The pilot entered the 064 MVA climbing from 061. I asked if he had terrain in sight and he did. The pilot pretty clearly said 060 in the readback, but I think the combination of expectation bias and "six" starting with "s" like "seven" was enough for me to miss it. A FLM sitting next to me and monitoring me also missed it. This shift was my quick turn with minimum time between shifts so its possible fatigue had something to do with it, although I felt okay at the time. I'll have to be more vigilant about expectation bias regarding the routine altitudes and associated readbacks I deal with every day. Although I'm not sure that fatigue had anything to do with it, I think 9 hours between shifts is not adequate. On average it seems like 8 hours is the recommended amount of sleep and accounting for the commute to and from work, the time it takes to actually fall asleep in bed, and time to wake up and get ready in the morning, I typically get 6 hours sleep on quick turns. Adding to my fatigue is the fact that we've been on 6 day work weeks since mid-summer. Management's stance is that training 7 days a week is the only way to get out of our staffing crisis, but I 100% believe that the associated overtime is having an impact on our fatigue levels and morale. The national training plan was suspended due to the pandemic but at ZZZ trainees are not allowed to have a staffing day unless they're on overtime, and even then they might still have to train. If we allowed trainees to have one staffing day we'd be able to cut back slightly on overtime, trainees and trainers would be less burnt out, and maybe we'd be able to rest for a full weekend every once in a while. Additionally it would help us to be a bit more protected from the virus - every time we train, people are within 6 feet of each other. The training plan was suspended for this reason, but at ZZZ we exceed the training plan's requirements despite it not being active. Adding to my fatigue is the fact that we've been on 6 day work weeks since mid summer. Management's stance is that training 7 days a week is the only way to get out of our staffing crisis, but I 100% believe that the associated overtime is having an impact on our fatigue levels and morale. The national training plan was suspended due to the pandemic but at ZZZ trainees are not allowed to have a staffing day unless they're on overtime, and even then they might still have to train. If we allowed trainees to have one staffing day we'd be able to cut back slightly on overtime, trainees and trainers would be less burnt out, and maybe we'd be able to rest for a full weekend every once in a while. Additionally it would help us to be a bit more protected from the virus - every time we train, people are within 6 feet of each other. The training plan was suspended for this reason, but at ZZZ we exceed the training plan's requirements despite it not being active.

## Synopsis

TRACON Controller reported missing a readback which resulted in the aircraft being below the Minimum Vectoring Altitude.

ACN: 1782686

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 270000

## Environment

Flight Conditions : Mixed

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Corporate

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 14500

Experience.Flight Crew.Last 90 Days : 20

Experience.Flight Crew.Type : 100

ASRS Report Number.Accession Number : 1782686

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 5800  
Experience.Flight Crew.Last 90 Days : 15  
Experience.Flight Crew.Type : 3400  
ASRS Report Number.Accession Number : 1782668  
Human Factors : Workload  
Human Factors : Troubleshooting  
Human Factors : Situational Awareness  
Human Factors : Confusion  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Fuel Issue  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

The events described here are recalled to the best of our ability. The situation was very dynamic, and communication was often difficult. On date, on a flight initially planned from ZZZ to ZZZ1 we were flying in a type X aircraft between FL360 and FL400. Everything was proceeding normally until a reroute that would have taken us to toward the west side of State Y and State X, then to ZZZ2 on the east side of State X, then back to ZZZ1 in central State X. This is unusual, but we assumed it was due to weather in central State X. We also thought there was a good chance the route would be changed, so we were not overly concerned. As we were approaching the southern limit of ZZZ Center's airspace, we received another relatively complex re-route taking us to ZZZ3 then northeast back to ZZZ1. At approximately that time we started hearing reports about airports in north and central State X being closed. While we could see some weather on NEXRAD radar, it did not seem to be severe enough to close so many airports. However we had received no

other explanation for the situation. After evaluating the new routing and analyzing the situation with the closed airports we determined it would be unwise to continue on that route to ZZZ1. We initially requested and received clearance to change the destination to ZZZ4. Also, at about that time we received instructions to contact ZZZ1 Center at a point some distance ahead (however the exact location is now forgotten). As we programed in the new destination and continued to hear reports of all or most airports in central and north State X now closed, (most likely not actually closed but unavailable in a non-radar environment already overloaded with traffic) we determined we were approaching minimum fuel and continuing on into an unknown situation would be unwise. We then requested a diversion to ZZZ5 and declared minimum fuel. We were told ZZZ5 was also closed. Our minimum fuel status was never acknowledged, even though we stated "minimum fuel" twice. At about this time we were told to hold at ZZZZZ waypoint. We were not given an EFC time and as we started the hold, we lost contact with ZZZ Center. At this point we were on the verge of declaring an emergency, but an airline flight began relaying messages between us and ZZZ Center. We stated we wished to divert to ZZZ6 and were told that was approved but we needed to do so VFR, even though we were at FL270. Shortly thereafter we were told to contact ZZZ Approach even though we were still in the flight levels. Since we were basically over ZZZ6 we did a rapid descent and contacted approach while doing so. Eventually we were vectored for an approach and landed at ZZZ6. It should be noted that we were never informed that we were no longer in radar coverage, or that we would lose communication with ZZZ center before establishing contact with ZZZ1 Center. We were also never informed that ZZZ2 Center had gone to ATC Zero. We had also been cleared to lower altitudes, significantly increasing our fuel burn. We later learned during a phone call with ZZZ Center that ATC kept the ZZZ2 Center airspace open even though the center had gone ATC Zero. The methodology FAA Air Traffic Control Centers are using to deal with COVID related ATC Zero situations is extremely confusing and dangerous, especially when attempting to route traffic through a non-radar environment. It requires the use of complex routes that include waypoint names that are difficult and time consuming to say and spell. Had we been informed that ZZZ2 Center was ATC Zero we would have diverted before ever reaching ZZZ2 Center airspace, added fuel and waited for the center to re-open. Had we been informed of the lower altitudes we would be required to fly or of the extended routes required we would also have made other plans. As it was, we remained in a reactionary mode for much of the flight. We were unaware of the situation with ZZZ2 Center until after landing. While we never failed to comply with an ATC clearance, we were apparently still expected by ZZZ1 Center in spite of being cleared by ZZZ (as best we can tell) to divert to ZZZ6. We have the highest respect for air traffic controllers. But on date the ATC system itself severely failed. In addition to the primary events of this particular report, at various times during today's flights numerous other ATC irregularities (to be generous) occurred. For example, after receiving an IFR clearance on the ground at ZZZ6 we were cleared for a VFR takeoff and told to contact Approach in the air, that they were expecting us. Upon contacting approach, who did not seem to be expecting us, they instructed us to climb to 3,000 feet. We were then just left there, in some strange limbo state, not knowing if we were VFR or IFR, at night, at 3,000 feet, in a jet at 250 knots. After prodding approach, we eventually received our IFR clearance, the same one we were given before takeoff. We have no explanation for this. Furthermore, when arriving at ZZZ4 we, and several other aircraft, were instructed to hold as published at ZZZZZ1 Intersection while we were stacked up for the RNAV Runway X approach. However, there is no published hold on the RNAV Runway X approach at ZZZZZ1. There is a hold in the same physical location on the ILS X approach, but the name of the fix is ZZZZZ2, not ZZZZZ1. It was not a good day for us or ATC.

Narrative: 2



Our flight began and proceeded normally. Clearance was issued without any indication of flow problems in route. However, approximately halfway into the flight, reroutes were issued encompassing routing to ZZZ7 and ZZZ3. Multiple changes ensued and it is difficult to recall them all at this point. We surmised that we were operating as in a non-radar environment. However, we were never told that was the case. We complied with instructions. In the process of calculating and verifying routing and ETA's, additional instructions were given. Bear in mind some of this rerouting required headings, in some cases, 120 degrees off course. Additionally, we also had 120 plus knot headwind. Both of these factors combined were a bit unusual and prompted me to apply additional focus on to verify ETA's. We were ultimately informed that we would not be able to land at our destination, ZZZ1. Other requested nearby alternates were denied. We requested reroute to our next filed destination, ZZZ4. However, upon quickly re-calculating our fuel we determined we could not safely make that destination. At one point we were instructed to hold at ZZZZZ waypoint. We complied with instructions and held at ZZZZZ. In the hold we requested landing at ZZZ5 and were informed it was closed as well. At this point I remember discussing the possibility of declaring an emergency and landing before getting into a fuel critical situation. We were very close to ZZZ6 and requested landing there. Near this time, we realized that ATC did not hear us. Another airline flight crew relayed a VFR clearance from ATC to descend from FL270 to ZZZ6. In close proximity to ZZZ6, I initiated a relatively rapid descent approximately 4,000 FPM. Upon establishing communication with the local controllers at ZZZ6, the flight proceeded more or less normally until landing. On the ground at ZZZ6 we were informed that ATC would be back to normal at XAXOZ. We took on extra fuel as a precaution, filed and took off for ZZZ4. Upon receiving clearance to ZZZ4, ZZZ6 Tower gave us the unusual clearance of proceeding VFR with the assurance that ATC was "expecting" us. We took off VFR originally cleared to 2,100 feet. We continued to prompt for higher altitude and were cleared to 3,000 feet. For the initial part of the flight we were in limbo regarding when we would receive an IFR clearance. We were also relayed a phone number for ZZZ Center and instructed to call them when we landed in ZZZ4. Due to all the confusion and delays we arrived at ZZZ4 later than normal for us. We arrived at the time the tower was closing with multiple airplanes landing ZZZ4. We received, what seemed to me, a rather nebulous holding instruction for a fix a bit hard to identify given approach outages at ZZZ4. However, it was manageable and after descending in sequence through the holding pattern we landed safely at ZZZ4. I do not know if this situation is normal at the time of cessation of Tower operation at ZZZ4, however, it was very cumbersome. Upon landing at ZZZ4, we contacted ZZZ Center as instructed. It was a cordial conversation on both sides attempting to fully understand what had occurred. I realize COVID-19 has been a challenge to us all, however I would strongly suggest a different approach to the ATC Zero situation we have now. Such a distraction of multiple clearances with little time to verify and stabilize orientation before another one is issued, coupled with calculations for diverting, and lack of communication is a challenge and potentially dangerous for one aircraft. When that is multiplied by tens of aircraft, it seems to me that has to be detrimental to safety. I was as close to declaring an emergency as I have ever been. Again, I realize COVID has been a challenge to us all. I also realize yesterday was an equally frustrating challenge for ATC personnel, and it is certainly not my intention to impugn them in any way. If I can further help or facilitate a better solution for pilots and ATC, I would be more than happy to help. I hope this account from a pilot perspective is useful.

## Synopsis

Corporate flight crew reported communication issues with ATC resulting in a minimum fuel situation due to a Center going ATC Zero.

ACN: 1782653

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person : 1

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1782653

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Person : 2

Location Of Person.Aircraft : X

Cabin Activity : Boarding

Cabin Activity : Deplaning

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1782652

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

On Aircraft X from ZZZ to ZZZ1 passenger seated in seat X3 (Passenger X) had his mask down below his nose and touching his top lip. I told the passenger that he had to pull his mask up over his nose and mouth. He looked at me and then he pulled it up. That was his first verbal warning. While doing the compliant check he had his mask pulled back down. I reminded him again with a second verbal warning about his mask. As we were finishing up the demo he pulled his mask back down and noticed that I seen him because he changed his seat to seat X4, so I was able to see him. He turned and looked at me and I pointed to my mask. He knew exactly what I meant and he pulled it up. That was his third warning. Once service began and gave him a snack he took a very long time to finish his snacking and drinking. Once he was finally done he had his mask completely off. He was just sitting back looking on his phone at pictures and messages. I had to remind him for the fourth time. He rolled his eyes at me this time. While cruising inflight many passengers had fallen asleep with their mask on, I began to do a garbage run. Passenger X had his head back with his eyes closed (his eyes were blinking) mask under his nose and just barely touching his top lip. I called out to him but he never responded. I gently tapped him on the arm and told him once again that he had to pull his mask up. He looked at me with a very mean evil look and he pulled the mask up and snapped it over his eyes so he would not have to look at me. He then folded his arms as if he was having a tantrum like a child. Passenger X just wanted to do things his way and refused to comply. As a frequent flyer, I'm sure Passenger X is well aware of airline's policies and rules, he just wanted to break the rules on this flight. Passenger X was given several verbal warnings about his mask.

## Narrative: 2

On Aircraft X from ZZZ to ZZZ1 I was working the AFT position and passenger seated in seat XX2 (Passenger Y) boarded three [the] aircraft with his t-shirt style mask off. I walked up to the passenger once he sat down and told him he had to put his mask on over his nose and mouth. He then pulled it up. This was his first verbal warning. Once I walked away and began doing my announcements he turned around and looked straight at me and he had no mask on once again. This time the mask was tucked into his shirt as if he was wearing a turtleneck. I spoke to him once again about the mask having to stay on and he just replied "Oh yeah and pulled it up." The FWD FA called me on the phone to ask me was the passenger seated in seat XX2 (Passenger Y) wearing his mask because the gate agent wanted to know. That tells me he had an issue at the gate and they wanted to know was he complying with that rules. Once he passed the gate agent he took his mask off because that's the way he boarded the aircraft without a mask. So once I told the FWD FA I had to speak to him twice she said she was going to let that gate agent know. After

hearing all of that I immediately went to the flight deck and alerted the CA and FO about what was going on. I explained to the pilots that I've spoken to him twice and we have not even closed the door and pushed back from the gate. As I turned around to see if the gate agent had come on the plane Passenger Y had his mask completely off once again. I told the CA "He has it off once again." I began walking towards the back to collect garbage and as Passenger Y seen me coming began laughing and pulled the mask up. An agent came on and spoke to Passenger Y (seat XX2) and his friends who sat across (XX3 & XX4) from him. They all boarded the aircraft with their mask off or down way under their noses. They all began to laugh once the agent was talking to them. The agent was not stern about the policy and he was very passive and they took him and what he was saying for a joke. He asked them a question and didn't enforce Airline's policy. Once he left Passenger Y changed his mask to the company issued mask he was given at the gate. While doing the demo Passenger Y had the company issued mask pulled down. He literally took this mask policy for a joke. He was laughing and cracking jokes with his friends. Passenger Y was given several verbal warnings. Once we landed and were taxiing to the gate Passenger Y took off his seat belt and pulled down his mask under his chin to talk on his phone. His friends looked back at me, laughed and whispered something to Passenger Y. Passenger Y then turned back and looked at me with his mask down and turned his head before pulling the mask up. Passenger Y was determined to do as he wanted and not wear the mask.

## Synopsis

Two Flight Attendants reported two separate passengers were not compliant with face mask policy.

ACN: 1782650

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1782650

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

After nearly a 12 hour duty day on date and over 8 hrs of actual flight time my crew and I were advised on the way to our layover hotel that one of our crew members tested positive for COVID. Once we arrived at the Hotel the crew member that was positive was sent to another hotel [to] quarantine. The rest of us were told we had to be back downstairs to return to base for a XE: 45am pickup. It was nearly XA:00am by this time. I

told the individual that called us we were not legal and needed our rest. The idea of being exposed to COVID and now no opportunity to sleep was unacceptable. He stated that we had to be on the first flight available to return to base. We were not going to continue to argue, so we did as we were told. He said this was just a deadhead but that wasn't the point, we needed our rest and there was another flight several hours later that potentially we might have been legal for. We were on duty for more than 20 hours with no additional pay or compensation. COVID or not our contract should have been honored under these circumstances most especially. Does COVID negate FAR's and Contractual agreements?

## Synopsis

Flight Attendant reported that after a long flight, they were told one of the crew members had tested positive for COVID-19, yet they were asked to fly the next morning with only 4 hours of rest. Flight Attendant expressed concerns with company's handling of being exposed to COVID-19 and scheduling.

ACN: 1782619

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1782619

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Dispatch

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Dispatch

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Flight planned through HF required airspace on a non-HF equipped aircraft. This flight was rerouted to avoid ZZZ1 [Center] airspace due ATC 0 for COVID cleaning. XA20z - XE01z. I looked at routing through the gulf and over Country Y but no overfly permit available for this flight number. Contacted Airnav / Overfly to confirm no overfly permit. They said we

no longer apply for the ZZZ-ZZZ1 or ZZZ-ZZZ2 [airport] flights. So I planned the flight to go east of ZZZ1 [Center]. This route took the flight through ZZZ [Center] Oceanic airspace. I failed to recall that that section of ZZZ [Center] Oceanic airspace is HF comm only, no CPDLC or VHF comm. The aircraft assigned to the flight did not have HF voice. The flight was able to continue by relaying position reports through our Aircraft Y on Guard frequency flying the same route/airspace. With the frequent airspace closures due to COVID cleaning we need more routing options to and from the US - Country Z. We need to start applying for Country Y overfly permits for these southbound flights again so that is an option for us. In addition to usable Country Y routes, a canned route that takes us east of ZZZ1 [Center] and ZZZ2 [Center] needs to be added with route remarks stating that dual HF voice is required for that route. It has been some time since we operated in that portion of ZZZ [Center] airspace and I failed to recall the requirement for HF. I assume the majority of dispatchers would make the same mistake who work this sector less frequently.

## Synopsis

Dispatcher reported planning a flight through HF required airspace on a non-HF equipped aircraft.



ACN: 1782559

## Time / Day

Date : 202101

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1782559

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Due to COVID customer service agents should not be touching the airplane phones to make announcements. Both arrival and departure announcements are not necessary. Passenger and Airline have the technology to get current gate and baggage claim information. All the agent is, is in the way when making any announcements in the aircraft doorway.

## Synopsis

Ground employee reported that during COVID-19 customer service agents should not use the airplane phones to make announcements.

ACN: 1782538

## Time / Day

Date : 202101

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC  
State Reference : US  
Altitude.MSL.Single Value : 37000

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 5058.90  
Experience.Flight Crew.Last 90 Days : 144  
Experience.Flight Crew.Type : 1767.15  
ASRS Report Number.Accession Number : 1782538  
Human Factors : Distraction  
Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

Narrative: 1

During a restroom break in cruise at FL370, the Captain stepped out of the flight deck and the FA came in. I had my headset on and was communicating with Center about the rides ahead. When I was done with ATC, I moved one of my headset ear cups off of my ear and I said hello to the FA and mentioned to her that we would have turbulence ahead. She said hello and then said "I see you don't have your mask on, could you please put it on?" Well, I was in a bit of shock by the request as that has yet to be asked of me. I then was queried from ATC about our current ride and answered them and then put my mask on for her comfort. But then I became uncomfortable. I have been in a rapid decompression at altitude before and it all started to come back to me about TUC [The Times of Useful Consciousness] and I became concerned about what would happen if I had that happen again in this situation. The Captain came back though in short order and the FA left but I worry that in my appeal to go along with making her comfortable with putting on my mask I would not have been able to perform my required duties if something bad were to happen. Imagine for a moment being in an aircraft at [fight level] 370, having a rapid decompression and putting your oxygen mask on. At that altitude a person has a TUC of approximately 19 seconds. 19 seconds seems like a long time even with the startle factor of what is happening and trying to figure out why. However, most of us in the aircraft type wear full headsets and I would take my headset off before putting the O2 mask on if a rapid decompression were to happen. 19 seconds of TUC minus the startle factor minus the headset and putting on the O2 mask and time is getting pretty tight not to mention if someone has glasses on. Now throw the surgical mask into the equation and I believe we are now out of time. I wonder how much of this has been explored? Do we indeed have time to take off all of this stuff with a TUC of 18-20 seconds and still live to save the day? It's one thing to have the mask on when the door is open or even below 25,000 feet but I believe we are setting ourselves up if we experience a rapid decompression with our headsets, surgical masks and glasses on. It's also fair to say this became a major distraction as the captain and I were discussing how best to deal with this situation in the future. Not so much as missed radio calls or unsafe handling of the aircraft but just a general distraction weighing on our minds and how this can be handled in the future.

## Synopsis

Air carrier First Officer reported concerns with having to wear a face mask in the cockpit especially in a rapid decompression situation.

ACN: 1782533

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 2675.52

Experience.Flight Crew.Last 90 Days : 0

Experience.Flight Crew.Type : 2675.52

ASRS Report Number.Accession Number : 1782533

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Yesterday, after commuting in and reporting for my first trip since last Spring, I realized after the fact, that I inadvertently missed the temperature screening point in ZZZ. I did however, before leaving my house to make my commute, self-screen and observed a temperature of 97.4 degrees at about XA:00 PST, date.

## Synopsis

Air carrier First Officer reported failing to get temperature taken at screening point.

ACN: 1782525

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Environment

Flight Conditions : Mixed

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1782525

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

We were delayed out of ZZZ1 due to ZZZ Center being closed for a COVID. Dispatch sent us a new release with a route that took us well west of ZZZ Center's airspace. After takeoff and soon after leveling off at cruise Altitude, ZZZ1 Center asked if we wanted to stay on route or get a short cut. Our original route was [route 1]. They offered [route 2]. The Captain and I discussed the new route and accepted it. The Captain sent a message to dispatch informing him of our new route. Our discussion and thoughts were that ZZZ2 and ZZZ3 Centers must have divided up ZZZ airspace and radar coverage, and were now allowing routing through this airspace. When ZZZ2 Center was controlling us, they asked us for our ZZZZZ [waypoint] time estimate, and gave us the instruction to contact ZZZ3 Center 35 miles north of ZZZZZ. We were never told radar coverage would be lost. When we checked in with ZZZ3 we were told we were in radar contact. Several other Company flights, as well as other airline traffic, were also flying through this "closed" ZZZ Airspace and under the control of ZZZ2 Center. Dispatch sent us a message later in the flight asking the Captain to call upon landing. There was a question with the Dispatcher as to the legality of flying through domestic airspace without radar coverage. (Dispatch used the term "uncontrolled" airspace.) The Captain mentioned we didn't think we were ever in uncontrolled airspace, as we were in Class A airspace. He explained to Dispatch that we thought the centers had provided coverage throughout the flight. I am writing this in case we inadvertently flew through domestic airspace without adequate ATC control, and therefore unintentionally violated a company policy.

## Synopsis

Air carrier First Officer reported receiving an amended clearance due to a ATC Center going ATC Zero and questioned if they had violated an FAR by flying in uncontrolled airspace.

ACN: 1782522

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Relative Position.Angle.Radial : 180

Altitude.MSL.Single Value : 22000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 130

Experience.Flight Crew.Type : 15000

ASRS Report Number.Accession Number : 1782522

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy



Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

During preflight we received a notification via CPDLC and Dispatch that ZZZ1 Center would be going "[ATC] Zero" during our flight and that we would require a reroute to get to our destination of ZZZ1. We contacted Dispatch and they worked a route that would take us over ZZZZZ [Intersection] and over the large area of water around ZZZ1 Center Airspace. The clearance we received via CPDLC has us going south via: [Route]. Once airborne southbound heading to ZZZ [VOR], we told Center the route cleared was different than filed and asked if it was going to work or if we needed to go over ZZZZZ and a large body of water route. They said the large body of water route was unavailable and they were working a plan for us. The cleared route took us inland along the large body of water coast and would eventually cut through ZZZ1 Center airspace. After several hand-offs from ZZZ2 [Center] to ZZZ3 [Center] to ZZZ4 [Center] we were given a vector and told that if we descended to FL220 they could get us through ZZZ1 [Center] Airspace. They then asked for our estimate for ZZZZZ1 intersection. By this time we were past ZZZZZ1 and heading south on XXX airway. ZZZ4 Center then terminated radar service and told us to report over ZZZZZ2 with ZZZ5 Center. We communicated this via ACARS to Dispatch and they told us we could not fly out of radar contact and to prepare to divert to ZZZ1 and standby for re-dispatch. We continued southbound on our clearance waiting for divert numbers from Dispatch. About 80 miles north of ZZZZZ2 we received an ACARS message to come up on ARINC. We tried to contact ARINC for the phone patch but another aircraft had a Medical Emergency with MEDLINK and were using the frequency. We decided the safest course of action would be to continue as cleared and contact ZZZ5 Center ASAP. Approaching ZZZZZ2 we contacted ZZZ5 Center and were able to establish contact and eventually got back in radar contact south of ZZZZZ2. Once in radar contact the rest of the flight was uneventful. Flying at FL220 silenced to ACARS Notification Bell. Due to workload, we were delayed in receiving some of the ACARS messages from Dispatch. Also, the ARINC frequency was being congested prevented us from communicating with Dispatch.

## Synopsis

Air carrier Captain reported having to receive a re-route due to a Center going ATC Zero.

ACN: 1782509

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Work Environment Factor : Poor Lighting

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Maintenance Status.Released For Service : Y

## Component

Aircraft Component : Ice/Rain Protection System

Aircraft Reference : X

Problem : Malfunctioning

Problem : Improperly Operated

## Person

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Maintenance : Lead Technician

Qualification.Maintenance : Airframe

Qualification.Maintenance : Powerplant

Experience.Maintenance.Lead Technician : 10

Experience.Maintenance.Technician : 13

ASRS Report Number.Accession Number : 1782509

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected.Other

Result.General : Maintenance Action

Result.Flight Crew : Returned To Gate

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Applying MEL for #2 engine anti-ice valve to be locked open. Due to the rain and wearing a mask, glasses fogged and missed the step to unplug the pressure switch. Suggestions - Remove mask so glasses will not fog. Get somewhere the rain will not affect tablet usage. Functionality and readability.

## Synopsis

Technician reported missing a step to unplug the pressure switch while working on the engine anti-ice valve to be locked open.

ACN: 1782476

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 9000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Ceiling.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Taxi

Make Model Name : Small Transport, Low Wing, 2 Turboprop Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Taxi

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Flight Engineer / Second Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Flight Engineer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 24000

Experience.Flight Crew.Last 90 Days : 90

Experience.Flight Crew.Type : 2100

ASRS Report Number.Accession Number : 1782476

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Enroute IFR to ZZZ1 from ZZZ2 we were advised by ZZZ Center that there was control issue at ZZZ TRACON and that we would either have to divert to alternate airport or fly VFR to destination. The weather at ZZZ1 was good so we said we could plan to go VFR into ZZZ1 and we were cleared direct destination. At approximately 35 SE of ZZZ1 at 10,000 feet ZZZ Center asked if we were VMC and we advised we would be upon reaching 9,000 feet. At 9,000 feet we advised Center we were VMC and could proceed visually to ZZZ1. At that point we were on the boundary of ZZZ Class B. I specifically asked if Center would provide flight following through Class B enroute to ZZZ1. Center responded by saying something to the effect "Class B airspace is down." I assumed that ATC was saying that Class B airspace was not in effect due to ZZZ TRACON problem. We proceeded to ZZZ1 and landed without issue. I was then advised by ground control to call ZZZ Center. I called and explained what happened to man on duty. I later that day again spoke with the same individual and he advised me there was a COVID cleaning event that created the problem at TRACON. He advised me that the Controller who handled my flight was in error and did not handle the situation properly. In the event this situation ever happens again I need to make sure I work with ATC to obtain a clearance either out of or through Class B airspace. This was an unusual set of circumstances and that's when everyone involved should have a keener awareness of following proper protocol.

## Synopsis

Air taxi Captain reported an airspace violation after having to divert from original route due to a TRACON facility going ATC Zero.

ACN: 1782448

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Flight Phase : Cruise

Flight Phase : Landing

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1782448

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

On flight ABCD from ZZZ to ZZZ1 while boarding passenger seated in seat XX1 came on that aircraft with his mask below his nose and between his lips. I told that passenger his mask must come over his nose and mouth. He responded "He will try." I then offered him a company approved surgical mask that were provided by the company. He responded "No thanks." That was the first time of me asking him to put his mask on properly. During my compliant check before doing the safety demo, the mask was down again. I told him once again about the mask. That was the second time. During cabin service the mask was down again and I had to remind him once more. Once cabin service was over and passengers were given time to eat and drink, I then went around to collect trash and he was asleep with his mask down. I called out to him and he opened his eyes and I told him for the third time about his mask. Once we got to the final descent his mask was down and I reminded him once again for the fourth time. Once I told him this time he just looked at me and shook his head. This passenger (XX1) and his wife seated in XX2 were both sick. They were both coughing without covering their cough. The couple kept coughing during takeoff, throughout the flight and landing. The coughing drew the attention of other passengers to look. People are very scared and when they hear coughing and other passengers [are] not wearing mask properly they worry. Many verbal warnings were given.

## Synopsis

Flight Attendant reported that a passenger had to be reminded four times to wear a face mask. Flight Attendant stated that the passenger and his wife were coughing without covering their cough.

ACN: 1782445

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1782445

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

Narrative: 1



On Aircraft X from ZZZ to ZZZ1 I worked the AFT and passenger seated in seat X4 (Passenger X) boarded the aircraft with her mask down below her nose. Once she got to her seat the passenger seated next to her in seat X3 was calling me over for a seatbelt extender. I then told Passenger X that her mask had to be pulled up over her nose and mouth. She then pulled her mask up and then rested her head on the passenger shoulder sitting next to her. This was the first reminder. While doing [...] I noticed Passenger X had taken her mask down again. Once she noticed that I saw her she turned her head and pretended as if she was looking out the window with her mask still down. Once I handed Passenger X her snack I reminded her again for the second time about keeping her mask up covering her nose and mouth. She then slowly pulled it up. Passenger X was not compliant with mask policy and was determined to keep her mask down. While walking the cabin to check on passenger, once again Passenger X had her mask down again for the third time. This time when she seen me coming she immediately put her head down so I would not see her. She was taking this whole mask wearing as a joke. I reminded her once again. Passenger X and the passenger seated in front of her (Y4) were the only two passenger on the flight who were given several reminders. They both ignored what was being said and did what they wanted to do.

## Synopsis

Flight Attendant reported two passengers were not compliant with face mask policy.

ACN: 1782444

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1782444

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During the boarding process on Aircraft X from ZZZ to ZZZ1, I was working the AFT position. I noticed that the Passenger X seated in seat X4 had his mask down. He waited

until he passed my flying partner to pull it down. He took his seat and was talking to a passenger across from him. Once I was done saying my 5 minute to door closing announcement I began walking to the front of the aircraft. Once I got to row X, [Passenger X] had his mask down under his chin. I told Passenger X he had to place his mask over his nose and mouth. He looked at me rolled his eyes and did a heavy sigh. I walked away and Passenger X began discussing the mask issue with the passenger seated across from him whom I learned was his friend who was original assigned to seat Y1, but decided to change his seat to seat X1 instead. Passenger Y had an oversized laptop in the back seat pocket and I told him that he had to stow it in a bag under the seat in front of him or in an overhead bin. He replied "Yes, ma'am." Once the doors were closed I began doing my compliment check passenger seated in X4, Passenger X had his mask down below his nose this time. I spoke to him once again. He wasn't happy about it so he rolled his eyes again at me and snatched the mask up over his nose and shrugged his shoulders. This was the second time Passenger X had to be reminded about his mask.

## Synopsis

Flight attendant reported a passenger was not compliant with face mask policy.

ACN: 1782395

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Parked

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1782395

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Provided Assistance

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Enroute from ZZZ1-ZZZ2 [airport], Aircraft X, [Date]. Approaching ZZZ3 [airport] ATC informed us that ZZZ2 [airport] was not accepting any aircraft. Asked ATC for amplification and was told ZZZ1 Center [had a] COVID issue. Advised ATC of intention to divert to our scheduled alternate of ZZZ4 [airport]. A couple minutes later, ATC informed us ZZZ4 [airport] couldn't accept any more diversions. We were just east of ZZZ3 [airport] so I informed Dispatch that we were diverting to ZZZ [airport]. Dispatch initially told us to go to ZZZ4 [airport], but after I informed him ZZZ4 [airport] couldn't take anymore diversions, ZZZ [airport] was agreed upon. Landed at ZZZ [airport] and shut down on Gate X. I asked ATC about the delay. They told us about an hour. I informed the passenger and asked Dispatch for a new flight plan. It eventually came and I requested fuel. Pulled our clearance and received an EDCT of XA:X1L. Informed the passengers again. As we finished our cockpit prep for departure we are advised of a ground stop to ZZZ2 [airport]. I inform the passengers again. Called ZZZ [airport] operations to dump lavs and provide us with water and food. Lav cart was broken so we asked if we could use a [different airline] lav cart. [Different airline] said no. ZZZ [airport] only had one crew handling 2 diversions and their regular scheduled departures, so it was very difficult to get anything done. No food or water ever arrived. Received another EDCT of XC:Y1L. Aircraft Y gets tow bar hooked to their aircraft. I ask ops why the tow bar is hooked to the [other aircraft] and not us. I was told we had a passenger count issue. No one had left the plane at this point. Never figured out what the problem with the passenger count was. Aircraft Y tries to take our EDCT but we get another ground stop to ZZZ2 [airport]. About XB:Z0L, the agent finally gets back to us and we discuss deplaning. The agent makes the announcement and I follow up with another announcement about the delay, deplaning, and follow up about taking bags and boarding passes. I also inform them that rebooking needed to be done via phone because there was no one that could do it at ZZZ [airport]. 5 passengers deplane and one returns. We get another EDCT of XD:A4L. I inform Dispatch that that will exceed our MOT. Another EDCT is coordinated and we depart ZZZ [airport] at XC:Y1L. Upon landing at ZZZ2 [airport] at XD:B6L aircraft are parked on every taxiway and holding pad. I inform Dispatch that we need to get a gate ASAP. Finally on gate at XE:C6L. Multiple EDCTs with a couple ground stops just kept dragging us along. Initial thoughts were to keep passengers on aircraft because once we got our fuel, flight plan, etc., it was close to the original EDCT. After we received the first ground stop, I started thinking of the passengers. Thus, the request for food, water, and lav service. ZZZ [airport] personnel were overwhelmed and couldn't handle everything that was going on. This was a rare event that caused every plane going to ZZZ2 [airport] to divert. ZZZ [airport] operations was blind-sided and didn't have enough personnel to handle the demand that this caused. From a pilot perspective, there wasn't really anything we could do to prevent it.

## Synopsis

Air carrier Captain reported having to divert due to ATC COVID-19 issues at landing Center facility.

ACN: 1782327

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : SUS.Airport

State Reference : MO

Relative Position.Distance.Nautical Miles : 0

Altitude.AGL.Single Value : 0

## Environment

Weather Elements / Visibility.Visibility : 10

Light : Night

## Aircraft

Reference : X

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Operating Under FAR Part : Part 91

## Person

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1782327

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Chart Or Publication

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Chart Or Publication

## Narrative: 1

SUS Tower hours of operation are now 07:00 local - 20:00 local. However, the Chart Supplement (formerly A/FD) still lists their pre-pandemic hours of XA:00-23:00L. There are no NOTAMS showing the COVID-adjusted hours. Can you please have SUS Tower issue NOTAMS of adjusted tower hours, or amend the Chart Supplement to show their new correct hours.

## Synopsis

Pilot reported the Chart Supplement still shows pre-pandemic hours for SUS Tower. Reporter stated there are no NOTAMs addressing this issue either.

ACN: 1782320

## Time / Day

Date : 202101

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Parked

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1782320

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors



## Narrative: 1

On [date], Aircraft X, Passenger X, became very defensive and rude after I asked him to place his mask over his nose and mouth. His response for having it off was that he was drinking coffee, however, there was no coffee and he never disposed of any during trash pickup. After doing my compliance check, he ask if we had any mask that he could wear and drink at the same time in a condescending tone. I replied no and walked to the boarding door for departure. After door closure, Passenger X began to talk on the phone. After repeatedly asking him to get off, he did not comply. After the Captain made an announcement for all cellular devices to be in airplane mode, he still continued his conversation until he was done talking. His non-compliance and dismissive approached could be a risk in the unlikely event of an emergency in his future of flying.

## Synopsis

Flight Attendant reported a passenger was not compliant with face mask policy and talking on the phone when not allowed.

ACN: 1782318

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1782318

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

On or around [date] on Aircraft X, ZZZ-ZZZ1 a Captain wasn't wearing his mask , I asked the Captain to please wear his mask if he wasn't eating or drinking and he complied. Passenger seated in front of the Captain wasn't wearing his mask as well. I asked the passenger and his wife to please wear their masks as well since they were watching a movie and "NOT EATING NOR DRINKING!" The passenger was seated in [seat] X4 and clearly didn't want to comply with the face mask policy. I received a complaint letter from this passenger who didn't want to wear a face mask when I was just doing my job. Other passengers in the cabin was complaining about the passenger in [seat] X4 who clearly wasn't wearing his mask over his nose and mouth. I made 1 announcement explaining our face covering policy. The face mask policy announcement has since been changed to reflect the face mask must be worn except while eating or drinking for a brief moment. In the future I will report on any employee if they are non-compliant since employees set the tone and pace on the flight. When employees don't comply with policy or procedures passengers think they can do the same and not comply. The Airline should not ask employees to follow policy and procedures and when customers send in bad letters make employees accountable.

## Synopsis

Flight attendant reported a deadheading Captain and a passenger were non-compliant with face mask policy.

ACN: 1782312

## Time / Day

Date : 202101

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Door Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1782312  
Human Factors : Other / Unknown

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

The hand sanitizer holder is right in the way of evacuating passengers at door on the aircraft.

## Synopsis

Flight Attendant reported the hand sanitizer holder is in the way of evacuating passengers on the aircraft.

ACN: 1782302

## Time / Day

Date : 202101

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1782302

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Inflight Event / Encounter : Fuel Issue

Result.Flight Crew : Returned To Clearance

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Provided Assistance

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

An hour before our flight, from ZZZ1-ZZZ2 the flight crew and I got a notification that ZZZ1 Center was going to close down for the duration of our flight due to COVID cleaning. The First Officer and I tried to be proactive by talking with Dispatch and ATC about possible re-routes or delays. We were told to expect an alternate route, but could not get a specific route. We received our PDC and it was as filed. Upon pushback, we started to taxi out, ATC gave us an alternate route. We spoke with Dispatch and confirmed we had more than enough fuel to make the flight. Right around the ZZZ4 area, the Center controllers gave us another route which took us even further west than originally planned. We spoke with Dispatch, and again confirmed we had the fuel to make the flight to ZZZ2. The route took us out west over STATE, south, and then due East back towards ZZZ2. Upon reaching our last way point out west, which would then take us due East, ATC then gave us a heading of 240, that took us in the complete opposite direction of where we needed to go. They then switch us to ZZZ Center, there were several other aircraft attempting to fly East but were also unable due to sequencing because of the ZZZ1 Center outage. Our fuel was showing 3700 pounds landing at ZZZ2, more than enough for us to continue the flight as planned. We checked on with the center controllers and it took several tries to establish contact due to the saturation of other flights trying to get in the direction we were going. We were finally able to get acknowledgement from the Controller who told us he was unsure of when we could expect a turn back to the East. The First Officer and I began to make a plan on what to do if we could not get turned back in the right direction in the next couple minutes. We were finally able to get back in contact with the Controller, he told us we were number 7-8 in line to get a turn East. The turn wasn't even confirmation that we would be back on our original route. We monitored our fuel and we decided that at 3000 pounds, due to the uncertainty that we could get our original clearance back on course to ZZZ2 that we would need to divert. We had ZZZ5 on our route to ZZZ2. I looked in our Jeppesen charts and noted that we had sufficient runway and facilities there to meet our needs if we were to divert. I confirmed with the First Officer that we would need to go there, given the circumstances if we could not get turned back on course. We hit our fuel mark of 3000 pounds, I reached out to ATC and told them we needed to divert due to fuel. The controller turned us in the direction of ZZZ5 and we started to prepare everything to land there. In the short amount of time we had, we reached out to Dispatch, let them know our plan. We got a hold of operations on the ground, advised them we would need fuel and a gate to get us refueled. We were able to get direct to the field, we landed with 3500 pounds of fuel. We taxied to the terminal, had a gate waiting for us, as well as a fuel truck. I called Dispatch once we landed to go over what had happened. The Dispatcher had us refilled already, with fuel totals. We spoke to operations at ZZZ5, they got us refueled and on our way within 40 min of landing. We were able to take off from ZZZ5 and make it to ZZZ2 about an hour and thirty minutes after our scheduled arrival time.

## Synopsis

Air carrier Captain reported having to divert due to fuel issues related to ATC Zero Center closure and re-routes.

ACN: 1782281

## Time / Day

Date : 202101

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Dawn

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1782281

Human Factors : Workload

Human Factors : Time Pressure

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Software and Automation

Primary Problem : Human Factors

## Narrative: 1

Just received a message stating I did not complete [the] COVID assessment for yesterday. I believe I just forgot to send it due to flight deck distraction with maintenance in there. I

arrived at the aircraft and Maintenance was still on it completing their First Flight of the Day (FFOD) check so I had to wait and work around them in the flight deck. I did pre-flight the thermometer and take my temperature and all was OK. But with the mechanic in the flight deck and the FO and Forward FA it was a little busy. I thought I had submitted on the COVID digital assessment, but I must have forgotten and when I got to my seat I continued with my set up believing I had done it. I must have forgotten to submit. For now add it onto the checklist as a FFOD item. Or send us an ACARS message on our first flight. Maybe just have us when we check in on every leg to attest our fitness for duty that that counts as a COVID check. I think there are solutions to this COVID affirmation than just pulling up the COVID assessment. If we are not fit for duty for these reasons we should not be reporting to work anyway. I think scanning the barcode every leg is a much better way for pilots to confirm COVID compliance without adding an extra step which can, by accident, be forgotten to [be] taken.

## Synopsis

Air carrier Captain reported forgetting to complete the COVID-19 assessment before the flight due to a distraction.



ACN: 1782167

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 3500

## Environment

Weather Elements / Visibility.Visibility : 10

Weather Elements / Visibility.Other

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Initial Climb

Route In Use : None

Airspace.Special Use : MOA

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Military

Make Model Name : Military Trainer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Mission : Training

Flight Phase : Cruise

Airspace.Special Use : MOA

## Person

Location Of Person.Aircraft : X

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 25000

Experience.Flight Crew.Last 90 Days : 35

Experience.Flight Crew.Type : 22

ASRS Report Number.Accession Number : 1782167

Human Factors : Confusion  
Human Factors : Training / Qualification

## Events

Anomaly.Airspace Violation : All Types  
Detector.Person : Flight Crew  
Miss Distance.Horizontal : 5000  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Departing ZZZ1 airport after a couple touch and goes I noticed Aircraft Y flying in front of us a mile or so. Before coming to ZZZ1 from ZZZ2 airport, I checked ForeFlight and erroneously gleaned that the airspace surrounding ZZZ1 and ZZZ was an MOA. But upon further inspection saw it was a Military Area. I did not contact ZZZ Approach at all. And am very sorry for my mistake. I recently got back into general aviation a few months back because of a lack of flying at my commercial flying job due to COVID.

## Synopsis

Small aircraft pilot reported inadvertently entering an MOA.

ACN: 1782146

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Flight Phase : Parked

## Person : 1

Location Of Person.Aircraft : X

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1782146

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1783168

Human Factors : Situational Awareness

Human Factors : Physiological - Other

Human Factors : Communication Breakdown

Human Factors : Other / Unknown

Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Passenger boarded with mask down but pulled [it] up before I could ask him to. He proceeded to pull down his mask and sit down. I asked him at that point to please pull up mask, it's airline's policy to wear mask over nose and mouth. He stared at me but pulled it up. Once in the air, during service, he had his face covering below his nose. I asked him if there was a reason he wasn't following Airline's policy, he replied "Listen I don't know what you're talking about." So I repeated the policy to him and asked him to pull up his mask. He was very defiant but pulled up his face covering.

## Narrative: 2

Passenger X's mask was down when boarding I asked him to pull up, he complied. He got to seat and pulled it down again, I approached and he pulled it up. During snack service it was down again. I asked him why he couldn't keep his mask up, did he understand the Company's Policy? He stated he didn't know what I was talking about. I told him the policy is to wear his mask over his nose and mouth for the duration of the flight, did he understand. Passenger X pulled up his mask with attitude and said lady," You don't want problems with me."

## Synopsis

Flight Attendants reported a passenger was not compliant with face mask policy.

ACN: 1782144

## Time / Day

Date : 202101

## Aircraft

Reference : X  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1782144  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

FA B and FA D repeatedly requested all passengers in the same party to lift and secure face coverings. Passengers would only cover up when flight attendants walked by.

## Synopsis

Flight Attendant reported a group of passenger were no compliant with face mask policy during flight.

ACN: 1782133

## Time / Day

Date : 202101

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1782133  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

This occurred during flight. Passenger X is seated at X5. Another passenger flagged me and said that Passenger X was not wearing a mask, and that he was coughing. Passenger X was sleeping and I roused him on the arm and gave him his mask to put on, as he had placed the mask on his armrest. He put on his mask. But sometime shortly before arrival (maybe 30 minutes before), I found him again without a mask and tried to rouse him. But this time he was wearing huge noise cancellation headphones and would not respond to any tapping or rousing, and no response to my calling his name. He had drank some liquor during the flight, but not enough that he could not be roused. I believe he was ignoring me on purpose and pretending to sleep, and had put the headsets on as an excuse to not

hear me. Then the Captain called me that we had to prep the cabin early due to expected turbulence before landing. We then proceeded to do prep for landing. I again attempted to rouse Passenger X as his seat was reclined. And again, no response. I had to physically push his chair upright, as he would not respond to do it himself. Then I tried to rouse him again, tapping him, calling his name, and telling him to put on his mask. He finally slowly came awake. I put his mask in his hand (he again had put it on his armrest) and told him repeatedly to put on his mask. He finally complied. And as he was leaving the airplane, I saw him again take off his mask at the jetbridge. I believe Passenger X was doing everything on purpose, and that he was awake and just pretending to sleep. He would have had to have taken copious amounts of liquor to not have been aware of me rousing him, tapping him, or calling his name. He also had this huge headphones on. I feel strongly concerned about the possibility that he had done this before, and likely gotten away with it too. I am putting this on for the record, so there will be something to refer to in case he does it again.

## Synopsis

Flight Attendant reported a passenger was non-compliant with face mask policy during flight.

ACN: 1782122

## Time / Day

Date : 202101

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

Cabin Lighting : Low

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1782122

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1



Throughout the nearly two hour flight, customers part of X organization group refused to comply with the mask policy, repeatedly laughing and mocking us when we attempted to enforce the policy. Compliance simply did not occur. FA A and C spoke many times with various members of the group, to no avail. FA A and C also spoke with adult leaders of the group, who did nothing to encourage compliance. We requested leadership meet the flight upon landing, and we recommend the offending customers be denied further transport on our airline. Our request to deny them travel was not granted by leadership in ZZZ. The offending group of customers were allowed to continue on to their next flight.

## Synopsis

Flight Attendant reported a group of passengers did not comply with face mask policy throughout the flight.

ACN: 1782019

## Time / Day

Date : 202012

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Phase : Parked

## Component

Aircraft Component : APU  
Aircraft Reference : X  
Problem : Failed

## Person

Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Ground Personnel : Other / Unknown  
ASRS Report Number.Accession Number : 1782019  
Human Factors : Confusion  
Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Just curious why we are using aircrafts that APU is INOP. We are jeopardizing the safety of our crew members and passengers for not using the HEPA filter when the aircraft is on the ground. Using the air hose isn't a solution either. It's just blowing air around. We should not be using the aircraft that APU is INOP. I just had this incident when we had an aircraft APU in INOP. Sorry for the last response.

## Synopsis

Ground employee reported wanting to know why the airline is using aircraft that do not have a functioning Auxiliary Power Unit.

ACN: 1782001

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 2200

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use.VOR / VORTAC : ZZZ2

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class B : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 19930

Experience.Flight Crew.Last 90 Days : 164

Experience.Flight Crew.Type : 7400

ASRS Report Number.Accession Number : 1782001

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 3383.07  
Experience.Flight Crew.Last 90 Days : 69  
Experience.Flight Crew.Type : 1277.30  
ASRS Report Number.Accession Number : 1782376  
Human Factors : Time Pressure  
Human Factors : Distraction  
Human Factors : Confusion  
Human Factors : Workload

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was the pilot monitoring and my First Officer was the pilot flying on Aircraft X from ZZZ1 to ZZZ. We were rather high and fast at 6,000 feet with 250 knots when ATC cleared us for a visual approach for [Runway] XXL (backed up by RNAV XXL). Approach clearance included the altitude restriction to cross ZZZ2 VOR at or above 2,500 feet which is normal when landing south at ZZZ. However, in our effort to lose excess altitude and airspeed quickly we got busy, and that created a distraction in the cockpit. The result was our crossing the VOR at around 2,200 feet (RNAV FAF altitude). During our post flight de-brief, the First Officer told me that he was not aware of the safety alert memo on the chart page, which cautions pilots on being high and fast when landing south. He also told me that he was not sure of the location of ZZZ2 VOR on his navigational display. None of that was communicated while in flight. My being very familiar with operating in and out of ZZZ, and the past experience of working well with this particular First Officer, led me to assume that he was well aware of the uniqueness of the local procedures. I should know better than to make assumptions about my crew's awareness. What I should have done was bring that alert memo to his attention when he did not include that in his briefing. I should have realized that the First Officer's recent flight experience might have been lacking due to COVID pandemic induced schedule reductions. Again, a thorough briefing without my assuming First Officer's knowledge and awareness could have prevented the altitude deviation. I will be careful going forward.

## Narrative: 2

We were vectored off of the ZZZZZ arrival (landing south) for the visual [Runway] XXL. At this point, we were still holding 250 KIAS at 4,000 feet. We were given a heading to intercept and a clearance for the visual approach with the restriction to "cross the VOR above 2,500 feet." Although we had the aircraft stabilized by 1,500 feet AGL, we may have missed the crossing restriction by approximately 300 feet. During my approach briefing, I failed to notice the safety alert box located on the chart page. When we received the crossing restriction in the clearance, I struggled to find the VOR on the approach plate (RNAV XXL). First, I did not know which "VOR" the clearance was referencing. Second, the ZZZ VOR is not charted on the RNAV XXL approach plate. This caused a brief moment of confusion allowing me to get "behind" the aircraft. Instead of arming NAV mode, I engaged APPR mode. The Captain objected and NAV mode engaged. Realizing that we were fast, high and becoming task saturated with automation, I elected to disconnect the aircraft and fly the approach manually. We used gear and flaps to reduce airspeed before I lowered the nose to put the aircraft onto a glide path. We intercepted the glide path from above and managed to establish a stabilized approach by approximately 2,200 feet AGL. However, in my assumption that we were high on the approach anyway, I did not verify that we crossed the VOR at 2,500ft. The Captain made mention of this after the flight ended in the debrief. He believes that we may have actually crossed the VOR at 2,200 feet (300 feet low). I realize that my failure to thoroughly review and brief all necessary approach plates resulted in missing critical information that would have helped us avoid the threat of this unusual crossing restriction.

## Synopsis

Air carrier flight crew reported not making a crossing restriction on a visual approach.

ACN: 1781968

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 55

Experience.Flight Crew.Type : 3733

ASRS Report Number.Accession Number : 1781968

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Last 90 Days : 100  
ASRS Report Number.Accession Number : 1781971  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Software and Automation  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

We pushed from Gate X, after a ATC delay and two CPDLC clearances. At (time) I called Ground frequency to request to taxi. We received clearance to taxi to [Runway] XXL via C. I read it back and we began to taxi. Moments later, while on C, Ground called to inquire what we were doing. I informed them we had just been called and given "Taxi to XXL via C" and that I read it back. Ground replied that he didn't believe we did. Ground came back and told us to squawk XXXX. We looked down and we had XXXY in there. Turns out our revised CPDLC contained a new routing as well as a new squawk, which we missed. We changed to the correct new code and were told to continue via same taxi route as given originally. No conflict with another aircraft was ever created. We speculated that our wrong squawk created the issue and confused Ground that the aircraft they saw moving wasn't the one they had given the taxi clearance to moments earlier, which was us all along. Probably overkill but we are filling this report simply over Ground's misunderstanding that we had never called for taxi, which we did.

## Narrative: 2

Pushed from Gate X in ZZZ over one hour late because ZZZ1 Center was shut down due to COVID cleaning. We were on our third Release with fuel and routing changes. I was dealing with numerous Passenger and Ops Agent issues. We started to push for the second time and received notification from Dispatch that we'd received a new Release. I called the jetway back and went to the podium to get the new Release. I asked the FO to check on our clearance. When I got back to the cockpit, we confirmed the new routing, re-briefed the routing and departure, input the new performance data, and ran the Before Push Checklist. We pushed back, started engines and ran the Before Taxi Checklist. The FO asked for taxi and I thought I heard them say for us to taxi to [Runway] XXL via Taxiway Charlie. He read that back, I confirmed the instructions and began to taxi. When we got on Taxiway C, they asked us "What Company aircraft is on Taxiway Charlie?" We responded

with our call sign and shortly thereafter, they asked us to squawk a different code. We'd both missed the fact that our squawk code had changed with the new clearance. We apologized, entered the new code and continue to taxi.

## Synopsis

Air carrier flight crew reported communication issues with ATC regarding their taxi to runway clearance.



ACN: 1781944

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 2000

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Route In Use : Vectors

Airspace.Class C : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class C : ZZZ

## Person

Reporter Organization : Government

Function.Air Traffic Control : Supervisor / CIC

Function.Air Traffic Control : Flight Data / Clearance Delivery

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 7

ASRS Report Number.Accession Number : 1781944

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Took Evasive Action

Result.Air Traffic Control : Provided Assistance

Result.Air Traffic Control : Issued New Clearance

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

The RE [RADAR East] was working a busy session and Finals was combined to RW [RADAR West]. However, when Finals is combined, usually the two controllers will each work their own finals traffic. The RE had Aircraft X on a base leg to Runway XXR at 2,000 feet. The RW Controller had a VFR Aircraft Y, southbound at 1,800 feet, west of the Runway XXR final approach course. The RE controller was distracted by another aircraft and forgot to turn Aircraft X. He went through the final approach course and conflicted with the VFR Aircraft Y. Both controllers issued traffic and Aircraft Y was able to maintain visual separation from Aircraft X. However, Aircraft X responded to a TCAS RA and climbed. Although separation was not lost, the situation was still concerning. I was working the desk and combined with AD [Arrival Data]. I had numerous duties on AD and wasn't able to provide consistent oversight. However, I observed that it was getting busy on RE and I suggested the controller give his finals traffic to the RW Controller who wasn't as busy. I did not direct the controller to do so, and so he declined my suggestion. At the time of the incident, I was coordinating a release off of a satellite airport, as part of my AD duties. I believe that it's getting too busy for the staffing that we currently have. We only had one Controller on break, so it would have been very difficult to split off another position. I am consistently having to work AD from the desk, and have been encouraged to do so as much as possible to minimize the number of controllers in the operation during COVID-19. The need for the CIC to work AD is also because we have so few controllers on the shift. I think I could have been more direct with the Controller, forcing him to hand off his finals traffic instead of suggesting it, and he could have used better techniques, such as not descending the arrival to the same altitude as the VFR aircraft. It should be noted that [personal reason] was the day before this incident. I'm not sure that that contributed, but I was more tired than normal.

## Synopsis

Front Line ATC Manager reported an airborne conflict and cited staffing levels as a contributing factor.

ACN: 1781854

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Taxi

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Parked

Route In Use : Oceanic

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Taxi

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 19900

Experience.Flight Crew.Last 90 Days : 30

Experience.Flight Crew.Type : 2200

ASRS Report Number.Accession Number : 1781854

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Company Policy

## Narrative: 1

ZZZ Center closed due to COVID cleaning. We had come into ZZZ [airport] after ZZZ Center closed. We received a new trip to ZZZ1. I was concerned about duty time, but the director of operations determined that it could be done. Also, upper management, had told us to "turn and burn" in ZZZ. The director of operations had filed a flight plan on or near land. The clearance we received was far from shore, due to ZZZ Center being closed. Due to concern over running out of duty time and company time pressure, the modified routing was not reviewed until we were established in cruise flight. I have been furloughed for several months recently, so I haven't given any thought to my company's lack of authorization to operate in Class 2 airspace. I have done so in the past in other employment positions in other organizations. I reverted to previous thinking in those positions and made a decision to continue to ZZZ1. We completed the flight uneventfully and landed in ZZZ1 as planned. No ATC concerns were voiced. I believe this is, of course, primarily due to the effects of the COVID pandemic, as so many life issues have been affected by this unprecedented event. However, all parties involved should have slowed down and thought more about all of the factors involved.

## Synopsis

Air taxi Captain reported not reviewing a modified route until after being airborne, which was too far off shore, and possibly running out of duty time. This was due to an ATC Center closing down for COVID-19 cleaning.

ACN: 1781839

## Time / Day

Date : 202101

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 12000

## Aircraft

Reference : X

Aircraft Operator : Air Taxi

Make Model Name : Small Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Taxi

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 35447

Experience.Flight Crew.Last 90 Days : 92

Experience.Flight Crew.Type : 4300

ASRS Report Number.Accession Number : 1781839

Human Factors : Time Pressure

Human Factors : Confusion

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Logbook Entry  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Flight started out of ZZZ1 with an extended duty period that included X days "on the road" (unknown to the crew at the time). I did not verify the aircraft records to see when the next maintenance inspection was due. I usually always look at the aircraft book to see this information. I did "open" the aircraft book to retrieve the aircraft keys but did not check the numbers. We usually have our aircraft books in the office and was my practice to look at all the numbers in the office. During the COVID crisis it became our policy to keep the office locked up with no personnel so the books were now kept in the airplane. Without checking the numbers I flew .4 past the required inspection.

## Synopsis

Pilot reported flying an aircraft without the proper documentation and correct maintenance records.

ACN: 1781777

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Aircraft Logbook(s)

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1781777

Human Factors : Distraction

Human Factors : Confusion

## Person : 2

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1781780

Human Factors : Confusion

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Manuals  
Primary Problem : Human Factors

## Narrative: 1

Flight Attendant was removed from flight due to COVID exposure. Pre-flight complete with review of AML. Airplane swap from a Type 1 to a Type 0, due too no FA replacement. Running behind schedule. Pre-flighted aircraft and apparently did not verify AML which was left behind and in Maintenance hands. Could have sworn both First Officer and I had hands on! Departed to ZZZ1 without AML. Rushed. I always turn around and confirm that AML is on board at the stage of the checklist when it's announced. Obviously a lack of attention on my part. Still can't believe it happened.

## Narrative: 2

During pre-flight the CA and I conducted our respective preflight duties, including the Before Start Checklist. At the line item AML and flight forms, we both verified that the AML was on the aircraft. The CA then placed it in the CA side bin. At XA: 25 I was notified by the Duty Chief that Maintenance reported the AML for aircraft and XXX was left in ZZZ. Unknown, as we do not know how the AML was left behind. In the future I will be more vigilant in checking that the AML is onboard once the flight deck door is closed.

## Synopsis

Air carrier flight crew reported departing without the Aircraft Maintenance Logbook (AML) onboard.



ACN: 1781739

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 22503

Experience.Flight Crew.Last 90 Days : 130

Experience.Flight Crew.Type : 6206

ASRS Report Number.Accession Number : 1781739

Human Factors : Workload

Human Factors : Confusion

Human Factors : Troubleshooting

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

Narrative: 1

After landing in ZZZZ I was advised by the charter rep that no cabin cleaning had been arranged. The flight had come in with passengers onboard. This resulted in the flight attendants cleaning the aircraft and with no ability for proper COVID mitigation. I queried Dispatch but nobody ever got back to me. Meanwhile the charter representative assured me that the cleaning they did was all that any Ground Personnel would do. He also wiped the bathrooms with clorox wipes and then assured me that the aircraft was fit to be boarded. The flight attendants on this crew went above and beyond the call of duty - especially considering that we were already over two hours late on a long duty day due to previous delays from late aircraft and snow storm in ZZZZ1.

## Synopsis

Air carrier Captain reported no ground crew was available to sanitize the aircraft resulting in the crew having to clean the aircraft prior to departure.

ACN: 1781714

## Time / Day

Date : 202101

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZZ.Tower

State Reference : FO

Altitude.AGL.Single Value : 500

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZZ

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1781714

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Ground Equipment Issue

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Inbound to ZZZZ on ZZZZZ Star. Taken off STAR early and cleared direct to ZZZZ1 VOR. We were instantly 1,800 feet above the path. Proactively used speed brakes and planned to slow and extend flaps when below 20,000 feet, but were then told to keep speed at 250 KTS. Lowered landing gear shortly after passing ZZZZ1 to get back on profile. Was able to regain the VNAV path just prior to ZZZZZ1 and at Vref +10 per procedure. Flaps were at 25. Frequency was very busy and sky hazy. Very late hand off to Tower. Localizer did not correctly ID until just prior to FAF. FO was very busy with frequency changes, configuration changes and checklist. Tower did not clear us to land, but instructed us to continue as an aircraft was in position on our Runway, XXR. Another aircraft was holding short of XXR waiting to cross. At 1,000 feet I was at approach speed and called "stable," but was distracted by no landing clearance and aircraft on runway. Aircraft in position was cleared for immediate takeoff, we were cleared to land, and other aircraft was given clearance to cross XXR. Departing aircraft was slow to accelerate. Passing 500 feet FO made "stable" call. Shortly after we received an aural alert indicating we did not have landing flaps selected. Flaps indicator showed flaps at 25 degrees versus the planned and briefed of 30 degrees. I realized I had not asked for flaps 30 and was now below 400 feet. Elected not to make a configuration change to 30 degrees below 1,000 feet per procedure. Hesitant to go-around per procedure because I wasn't sure if the crossing aircraft had not just departed the inboard parallel Runway XXL, and the late departing XXR aircraft had just rotated. With the very hazy sky I was concerned about a conflict and /or overtaking the other aircraft during the go-around to increase speed to Vref+10 and land with flaps 25. Landing and rollout were normal. Despite adequate and recent experience into ZZZZ, these particular controllers were hard to understand. FO had to ask for clarification a few times in the last 1,500 feet FAF. FO had just returned from 7 months of leave, was called out on reserve, and had only flown once earlier, and 4 times in the last 7 months. I briefed the arrival and approach thoroughly and early, but it was a Max effort with the direct clearance. I believe he got distracted from completing the checklist when the localizer did not ID until just before the FAF. I was distracted from not calling for final flaps with the aircraft on the runway and the hazy conditions, and the late localizer ID. Add to the note of being at Vref +10 by the ZZZZZ1 fix, to be at final landing flaps. This may have helped me if I had a goal to complete that by the fix.

## Synopsis

Air carrier Captain reported an unstable approach and cited it was difficult to understand the controllers at this foreign location.

ACN: 1781711

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1781711

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Distraction

Human Factors : Confusion

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Undershoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

While in cruise flight (FL370) we were cleared to cross the ZZZZZ intersection at FL330. The FO entered the new altitude and I confirmed it. We agreed to start down at the TOD. ATIS indicated that we could be landing either [Runway] XXC or XXR. I noticed the runway condition was 555 and total runway distance for Runway XXR was 7500 feet, which required a non-standard landing assessment. I started entering the numbers in the landing app, when I decided to look back at our progress. I immediately noticed that we had overflowed the TOD. I alerted the FO and he selected "OPEN DESCENT! I knew this would be insufficient and called out "My aircraft," he acknowledged and I attempted to make the restriction. I quickly realized there was no chance of making the restriction, so as I stabilized the descent, I instructed the FO to inform ATC would be unable to make the restriction (we would be high). After that I called for "autopilot 2 and we transferred control of the aircraft back to the FO. ATC acknowledged the transmission and we proceeded to the destination airport without further incident. I decided not to debrief until we were at the gate, so to avoid any further incidents. In an effort to stay ahead of the, all too often, last minute approach changes and subsequent rushed approach briefings at low altitude; I as the non-flying pilot, elected to proactively run the landing numbers and review the XXR approach plate. The obvious problem with that is, that the check and balance system for aircraft control is compromised when both pilots are not concentrating on the more immediate task at hand. It should be noted that the FO had just come from a training event to restore currency after almost 3 months off. My FO did list that as a threat on our very first flight of the day. As such, I had been trying to complete tasks earlier than usual, not only to avoid the problems associated with operations at ZZZ1 but also so I could more closely monitor him, but in this case it backfired. According to the report home page altitude deviations are the number one reported event, so I don't really know what could effectively prevent this type of event. Possibly, the best we could hope for is to reduce the frequency. For my part in reducing the frequency of which this event occurs, I will not address any other actions until the descent is begun and the altitude clearance is assured.

## Synopsis

Air carrier Captain reported not making a crossing restriction after realizing they had overflowed the top of descent.

ACN: 1781646

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Weather Elements / Visibility : Fog

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : SVFR

Mission : Passenger

Flight Phase : Taxi

Airspace.Class C : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Aircraft : 3

Reference : Z

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Mission : Passenger

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1781646  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

The event occurred because ZZZ is working a busy airport with one Controller utilizing all three frequencies. This is a major safety of flight issue as multiple links in the safety chain were broken that day. If the sharpness of the crews from Aircraft Y and Aircraft Z had not utilized full four ear policy and patience it could have been an issue. The actions taken by the ATC operation in ZZZ are uncalled for and unsafe. If this is overlooked there could be fatal consequences in the future. There are a few local airports in the area of ZZZ that are non-towered. If the Tower Controller delayed any further for us to be handed over to Departure, we could have had a collision or RA with an unknown aircraft all due to the unsafe actions of one Controller handling a workload bound for a minimum of two personal. On the morning of date, I was in command of flight Aircraft X, ZZZ to ZZZ1. The ZZZ Tower had one Controller working all three frequencies: clearance, ground, and Tower. This day was a busy morning with Aircraft A bound for ZZZ1, Aircraft Y to ZZZ3, Aircraft Z to ZZZ4, and us to ZZZ1 all departing at roughly the same time. When we called for our clearance on the delivery frequency, we noticed there was some bleed over as the Controller was issuing takeoff clearances. We had to repeat our request for a clearance but were given it with no issues. I released the brakes and we called for push shortly after. Aircraft Y also called for push after us. In the middle of our push back the Controller called on the ground frequency to inform Aircraft A of a delay to ZZZ2 for them. The two began to have a conversation on ground of a game plan to be made. As their conversation occurred our Ramp crew disconnected the tow bar and gave the wave off for an all clear to a taxi. I noticed Aircraft Y had pushed off gate X and we were pushed off of X+1 with our nose in the direction of travel to only exit at [intersection] with a head on collision. First Officer and I finished our "After Start Checklist" and cleared the area to begin our taxi. I switched on our taxi and nose lights to noticed Aircraft Y did the same. With the Controller



and Aircraft A conversation occurring to what was now a clearance being given with a read back to follow there was no way for me or Aircraft Y to have confirmation one was waiting for the other. There was dense fog and low visibility on the ramp that morning. Tower does not control the ramp and a courtesy call is requested. The weather was so bad we had a takeoff alternate of ZZZ5 that morning. It was a frustrating situation as Aircraft Y and I could barely make out the 2nd half of each other's aircraft, so it was a game of chicken. I tried to call over the radio and speak over the clearance being given but it did not work. Ultimately, I turned off my lights to give Aircraft Y the right of way. As we began our taxi to Runway X Aircraft Z called clearance to get their clearance to ZZZ4 and that now was being broadcast over the ground frequency adding to the safety issue that no one moving on the aircraft surface could talk to each other. The Tower issued Aircraft Y their takeoff clearance and told us we were next. After we got our takeoff clearance, we began the takeoff roll with no issues. As we continued our takeoff climb Aircraft Z called the Controller over the ground frequency. All we heard was the Controller responding over the Tower frequency meaning he was working all three frequencies still. This delayed our hand-off to departure and made us uneasy as the Tower radar could not see our path beyond a certain mileage. As we checked in with ZZZ Departure we were given an instruction to contact ZZZ3 Center as our time had been too long and radar services with ZZZ could not be utilized further. This told me the ZZZ airport Controller took too long to hand us off and impeded the Departure Controller from doing their job properly. We did not have sufficient air traffic control separation all due to the unsafe practices of the ZZZ airport and Air Traffic Control operation at the airport of ZZZ. ZZZ needs to hire another Controller! There must be at least one person working Ground and Delivery while another separate Controller works Tower. The operation in ZZZ has been compromised and it is scary to think that the unsafe actions are acceptable to those working in the ATC system.

## Synopsis

Air carrier Captain reported Air Traffic Controller was working Local, Ground, and Clearance Delivery on one frequency resulting in communication issues and a delayed hand-off to Departure Control.

ACN: 1781639

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1781639

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Dispatch

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Failed to add an alternate on the flight when required by FOM. All of my other flights inbound to ZZZ1 had ZZZ2 listed as an alternate. It was simply a missed step on this one. This was one of the earlier departures on my desk and I was still dealing with a full outbound as well as a complicated swap between Aircraft X/Aircraft Y. While OJT was not being conducted at my desk, the Recovery Specialist was conducting OJT in the other chair. Overall and simply put, additional focus by myself or the Captain would have solved this issue. There is also an issue of our airline running behind schedule due to COVID-19

and those flights that would normally be airborne are now departing causing additional distraction. I would suggest that management take at least a temporary look at better matching our flights with the scheduled workload.

## Synopsis

Dispatcher reported not adding an alternate to a flight.

ACN: 1781565

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 5258.57

Experience.Flight Crew.Last 90 Days : 16.55

Experience.Flight Crew.Type : 5258.57

ASRS Report Number.Accession Number : 1781565

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Ground Personnel

When Detected : In-flight  
Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On pushback the towbar broke. When I heard the noise I looked down and saw that the brakes were still set. I had failed to verify that they were released. Fortunately, maintenance found no damage on the inspection. The flight continued normally after we received a new release. There were numerous contributing factors that led to this place. This was my first international trip in quite some time. There were many issues related to COVID-19 and catering. Chief of which was no ice being available. I tried to coordinate with the station to get some even asking if the terminal restaurants had some they would spare. No luck. There was also a discussion between myself and the First Officer regarding the rarely used method to obtain the ATC clearance in ZZZZ. The First Officer said he wanted to get home early and I believe he initiated the call to ground for the push before I was ready. I hadn't yet removed my mask. I did not have my audio panel properly configured and my mask was blocking my view of those switches. Ground Control gave us a push clearance then added a last minute query as to which runway we wanted which the First Officer and I discussed and verified. I either missed the pushback crew saying they were ready or they did not initiate the standard sequence so I had to verify that they were ready. Ground then told us to hold our push and that stopped me from releasing the brakes at that point when I normally might have done so. There was also confusion with the pushback location. I could not locate it on the charts. We were also using a gate in a part of the terminal neither myself or the First Officer had been at before. As I was re-configuring my audio panel my watch flashed a [personal message.] Although I did not read it, I noticed it. That took my out of my routine and although I felt my legs relax after I thought I hit the pedals to release the brakes, they were still set. Although I have been with the company many years, I have also not been flying much lately, 4 legs in the last 90 days or so. I also don't know why my watch flashed a message when my phone was off. In the end it was a failure to verify the status of the parking brakes. I will redouble my efforts to ensure a verification that the brakes indicate they are released in the appropriate sequence going forward.

## Synopsis

Air carrier Captain reported not releasing the brakes before pushback resulting in a broken tow bar. The Captain cited multiple distractions and lack of flying as contributing factors.

ACN: 1781562

## Time / Day

Date : 202101

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase.Other

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 5827.02  
Experience.Flight Crew.Last 90 Days : 148.8  
Experience.Flight Crew.Type : 5827.02  
ASRS Report Number.Accession Number : 1781562  
Human Factors : Physiological - Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Early in the boarding process the Purser notified me of a family that was being defiant about wearing masks in compliance with company policy. After speaking with the family, the Purser still felt uneasy about the family. I then asked for a Customer Service Supervisor to meet the airplane. While discussing the issue with the supervisors and FAs, a separate family came forward to note their concern over the behavior of the first family. Two of the second family quickly began tearing up. Additionally, there was a passenger in

the vicinity of the problem family who had health issues. At this point, I decided to have the problem family removed.

## Synopsis

Air carrier Captain reported that during boarding a family was not compliant with face mask policy. After other passengers expressed concern, the Captain had the family removed from the flight.

ACN: 1781545

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.MSL.Single Value : 2000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class C : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class C : ZZZ

## Person

Reporter Organization : Government

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 5.5

ASRS Report Number.Accession Number : 1781545

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control



When Detected : In-flight  
Result.Air Traffic Control : Provided Assistance  
Result.Air Traffic Control : Issued Advisory / Alert  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Working Radar East at ZZZ. I had approximately 14 aircraft. Aircraft X was on an arrival to ZZZ. I had many other over flights and 3 more arrivals into ZZZ. I got caught watching a separation of ZZZ also Traffic near another airport. I had based Aircraft X. I missed the turn to final. I tried to turn the Aircraft X back to ZZZ and was late in seeing Aircraft Y that was being vectored south of ZZZ to a nearby airport. When I saw Aircraft Y, I told Aircraft X to give me a tight turn to heading 020, if unable I'll need to turn to the south. I called traffic and the aircraft were really close. Aircraft X reported Aircraft Y insight and was climbing. They didn't report and RA at the time. Aircraft Y was also called traffic and told to maintain visual separation after they reported Aircraft X insight. Aircraft X was cleared for visual approach shortly afterwards. Due to the COVID staffing my crew continues to work short staffed. I allowed another controller to allow a VFR aircraft to be flying to conflict with my arrivals that drew attention away from the final at the time. I also should have handed off the arrivals to the West Controller that also had the finals at the time. The West Controller was the one that allowed the VFR traffic that I was watching in conflict with the arrival into ZZZ conflict.

## Synopsis

TRACON Controller reported an unsafe operation between an IFR carrier and a VFR aircraft resulting in an airborne conflict.

ACN: 1781496

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 4500

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 20

Light : Daylight

Ceiling.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class B : ZZZ

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Commercial

Experience.Flight Crew.Total : 750

Experience.Flight Crew.Last 90 Days : 100

Experience.Flight Crew.Type : 500

ASRS Report Number.Accession Number : 1781496

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Air Traffic Control  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued Advisory / Alert  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I left ZZZ VFR to ZZZ1. I requested flight following from the Ground and was informed they are "Not allowed" to do this. (This in itself is part of a BIG problem). So I called [TRACON] Departure and requested the flight following -no problem - standby. After 10 minutes of standing by they come back and say ....oops - you're out of my airspace, ask the next ATC Controller. So I did, and they replied "No services available, ask the next Controller." I am TRYING to get thru the X VFR route which is at 5,500. There is a 5K bravo shelf right before it. I stay at 4,500 until I make two-way contact with the Bravo. It's incredibly busy - can't get a word in....I finally do and I was told "Cleared thru the Bravo, climb to 5,500" - I repeat it back. Then 3 minutes later, I hear my call sign again and was told "State your request" - very confused at this point, I say I want the X route and I'm told...."You better make a left 360 because you're about to enter Bravo and I haven't cleared you." Still very very confused, I make a left 360 - then he states, "Make a right 360 - huh?? Then he says, ok - I see you're already making a left 360, stay with that. Well, all that turning and confusion put me at around 5,200 (I was already climbing because I thought I was cleared). So I'm pretty sure I went into that Bravo space just above 5,000 and I immediately dropped as fast as I could back down to 4,500. 1/2 way thru my turn I was cleared the Bravo and X route. Guys - I'm not a novice pilot - I've done these VFR routes many times. I don't know what's going on with ZZZ Center. Here's what I think happened.....maybe someone was on UHF that I couldn't hear and that is who the Controller cleared through the Bravo - or maybe it was a similar tail number. I asked for clearance, heard it given to me, confirmed it back. I'm super curious as to what exactly happened. We are trained - if you don't know - ask. Well...that's only possible if you CAN ask and get into the frequency - I couldn't. I would never have entered the Bravo but for the Controller telling me "cleared thru the Bravo and climb to 5,500) - or at least I thought that was for me. If you're going to have VFR corridors - make them accessible - otherwise, just close them all down until you can staff them. Had I known up front it wasn't available, I would have just climbed to 10,500 and flown over. As for me - I'm just going to go IFR unless I can get flight following from the Ground. This is very dangerous - it's too busy and you're going to see an accident sometime soon.

## Synopsis

GA pilot reported communication issues with ATC while attempting to receive a Class Bravo clearance.

ACN: 1781468

## Time / Day

Date : 202101

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1781468

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Security

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

When arriving at gate for our ZZZ-ZZZ1 flight, the Purser told the CS agent we needed a few minutes so we could do our required Safety duties (FA briefing which is required per safety checklist. Safety checks (which company says can be done during boarding which isn't the safest during COVID time), be at the boarding door after putting our bags away, get customer wipes for customers company's COVID safety protocol. The agent was told by inflight Supervisor X, ZZZ, to begin boarding on top of the flight attendants boarding the plane. When questioning Supervisor X about not giving us time to do our required safety duties Supervisor X's answer was "We can't hold boarding on a quick turn." I understand we all want an on-time operation but that shouldn't come at the cost of safety. Even the Captain was amazed that we were not given time to do our safety duties. I would like to know if flight attendants are required to brief as stated on the safety checklist or not, and if we are required to brief why are we not given the time to brief when we ask for 2 minutes. If we are not required to brief then please alter the safety checklist. What happened to safety is our top priority?

## Synopsis

Flight Attendant reported concerns with completing safety checks while passengers are boarding.

ACN: 1781392

## Time / Day

Date : 202101

## Place

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

## Aircraft

Reference : X  
Make Model Name : No Aircraft

## Person

Location Of Person : Gate / Ramp / Line  
Reporter Organization : Air Carrier  
Function.Ground Personnel : Gate Agent / CSR  
ASRS Report Number.Accession Number : 1781392  
Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

We all have been complying with mask use at ZZZ to "Stop the spread" and for public image. I see the policy becoming more and more restrictive, and gets interpreted differently by people. Yes, we must wear a face covering while in the public. Yes, if we are unable to maintain social distance, we should also be wearing a covering outside of public area. What this does not address is the long term health effects of wearing a face covering every day of the week for hours at a time. Extended mask use can cause and is not limited to: 1.Shortness of Breath and Light headedness 2. Headaches 3. Dermatitis 4. A weakened Immune System ( your body is unable to rid toxic cell normally because they wind up staying in your face covering which causes bacteria to stay in your mouth. Having bacteria stay in your mouth leads to health issues such as dental issues (root canals, infections, etc.) Healthy oral hygiene is a necessity for heart health and overall health. 5.Chronic Respiratory Issues

## Synopsis

Customer Service Representative reported health related concerns with wearing face masks at work for extended periods of time.

ACN: 1781313

## Time / Day

Date : 202101

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1781313  
Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

After going to the bathroom to clean my teeth, for a split moment, I forgot to put my mask back on. I realized it quickly and put it back. I don't think anybody realized it as most passengers were resting. It was a human mistake and I corrected it right away. It was a moment of forgetfulness.

## Synopsis

Flight Attendant reported briefly forgetting to put the face mask back on after departing the lavatory.

ACN: 1781308

## Time / Day

Date : 202101

## Place

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

## Environment

Light : Daylight

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Takeoff / Launch  
Cabin Lighting : High

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1781308  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Time Pressure  
Human Factors : Physiological - Other  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related



## Narrative: 1

I was making my final walk through during taxi. I made it to the back of the aircraft. I made my checks and then the B Flight Attendant said there was a passenger being unruly during the safety briefing. I had her point him out. He was making snide remarks about the masks when they were mentioned in the PA's. As I was conducting my walk through back to the front of the aircraft, I noticed this passenger had his mask down. I asked him to return his mask and started to confirm with him his compliance and need to not interject during announcements. During this conversation, we received the cleared for departure ding. The B Flight Attendant was not in a jump seat but was in the galley confirming I had the correct passenger and keeping an eye on me. I was trying to gain compliance from the passenger when the aircraft began to take off. I was in the middle of the cabin dealing with this passenger and had to end the conversation and climb my way into my jump seat. I did not confirm that we were cleared for departure with the pilots, nor did any other crew member.

## Synopsis

Flight Attendant reported standing in the aisle talking with a non-compliant passenger regarding face mask policy when the aircraft began the takeoff roll.

ACN: 1781301

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Flight Phase : Cruise

Flight Phase : Descent

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1781301

Human Factors : Time Pressure

Human Factors : Situational Awareness

Human Factors : Physiological - Other

Human Factors : Communication Breakdown

Human Factors : Workload

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Pre-flight

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### Narrative: 1

Boarding the flight from ZZZ-ZZZ1 half of the passengers on board either had their mask down or half down from their nose. We asked them several times as well as made all the announcements and I notified the Captain and the Gate Agent. The Captain made several announcements after the Agent brought down the flights designated Supervisor. The Supervisor proceeded to make an announcements to please follow the mask policy. They had to follow the company's mask policy or potentially be removed from the flight. Passengers complied but soon after we made a walk through, all the above passengers had their mask off, completely removed and not even visible. I notified the Captain and he told me to write down seat numbers. Upon arrival he would hand it to the Station Managers. ZZZ1 Supervisors and Gate Agents were informed and said thanks for our great work and professionalism. They will take care of the incident with the Station Manager.

### Synopsis

Flight Attendant reported several passengers would not comply with the face mask policy during boarding.

ACN: 1781200

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 36000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 6245

Experience.Flight Crew.Last 90 Days : 146

Experience.Flight Crew.Type : 3867

ASRS Report Number.Accession Number : 1781200

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I did not declare an emergency with ATC. We were already near Top of Descent with no traffic ahead. Getting medical attention was not time critical. The greatest risk was in the deplaning of our other passengers. While enroute to ZZZ, I was notified that "A man in [seat] XX1 had declared that he had a high fever prior to boarding, and that he now felt very ill." I queued an ACARS to Dispatch "call me med" and waited for more information. Once I got this additional information and spelling of the man's name, I sent the message and spoke with Medical and Dispatch in attendance. In the meantime, I got another call indicating the man now said that he just had high blood pressure and would be okay. The load was light and we agreed to move the man to the back row and to move other passengers forward. The Flight Attendant's temperature strip was inconclusive. This information was passed to Medical. We issued the man an N-95 mask, and he wore it. The advice from Medical was to provide Tylenol and continue to ZZZ. Paramedics would meet us at the gate. IMPORTANT, it was then that FA called back to say there was an identity mistake. The actual seat assignment was XX6, not XX1. This meant that the passenger's name was incorrect during the Dispatch/Medical call. The incorrect passenger name is omitted to avoid confusion. I sent the correct name to Dispatch via ACARS. On approach to ZZZ, the man aspirated on the carpet and floor next to the last row and could not wear a mask. FA's notified me of this on taxi-in. Because of the concern for COVID-19, we made the decision that we would have passengers deplane quickly, then allow either the paramedics to the passenger, or allow the man to deplane. Inflight Supervisor and Customer Service Supervisor were at gate and aware of the de-boarding plan. The paramedic overruled the plan and rushed aboard. He proceeded to escort the man passed all the economy passengers and then blocked the jet-way several moments to get him into a wheelchair. I ordered the First Class cabin to deplane after the paramedic passed on his way to the back. I'm glad I did. The aircraft was towed away for disinfection. I checked in with Flight Ops enroute prior to landing and told a call would not be required. Checked in with Chief Pilot on the day after to determine COVID-19 result. There was no answer as of this writing.

## Synopsis

Air Carrier Captain reported a passenger became ill during the flight and the crew was concerned it could be COVID-19.

ACN: 1781190

## Time / Day

Date : 202101

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC  
State Reference : US  
Altitude.MSL.Single Value : 36000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 8483  
Experience.Flight Crew.Last 90 Days : 105  
Experience.Flight Crew.Type : 8483  
ASRS Report Number.Accession Number : 1781190  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Workload  
Human Factors : Physiological - Other  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger X in seat XX3 would not follow crew member instructions to wear her face covering at the appropriate times and manner.

## Synopsis

Air Carrier Captain reported a passenger would not comply with face mask policy.

ACN: 1781176

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 10000

## Environment

Flight Conditions : Mixed

Weather Elements / Visibility.Visibility : 10

Light : Night

Ceiling.Single Value : 8000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Medium Large Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Climb

Route In Use : Direct

Airspace.Class E : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 250

Experience.Flight Crew.Type : 9500

ASRS Report Number.Accession Number : 1781176

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew



## Person : 2

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1781177  
Human Factors : Workload  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Human Factors : Time Pressure  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Automation : Air Traffic Control  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Climbing out on the ZZZZZ2 RNAV Departure off [Runway] XX in ZZZ. We did a precautionary takeoff for LLWS reported on the ATIS. It was a light aircraft. We climbed at a high rate and got distracted with doing the Climb Checklist. Also we were accelerating to 250 knots, which masked the level off prompt on the PF FD display. We did not honor the 10,000 foot hold-down at ZZZZZ Intersection. The PF was hand flying and climbed to 10,400 feet before noticing the hold-down symbol on the MFD maps display route. The PF immediately began a descent to 10,000 feet. Upon which ATC queried if we were climbing via the ZZZZZ2 Departure. We acknowledged our mistake and corrected. Enhanced pilot monitoring, higher situational awareness climbing with a light aircraft and notice that things are moving fast and hold off on Climb Checklist until higher altitude with autopilot on [would help prevent this type of event].

## Narrative: 2

Normal departure and climbout. The Pilot Monitoring was slightly task saturated due to altitude approaching 10,000 feet, frequency change and checklist. The Pilot Flying failed to

level off at an intermediate altitude restriction on SID. The Pilot Flying didn't follow proper flight director guidance while hand flying the aircraft and could have used a higher level of automation. The aircraft climbed to 10,400 feet and immediately descended back to 10,000 feet when the Pilot Monitoring inquired and started to intervene. ATC asked to verify our climb clearance and stated the importance of the altitude restriction and said no other traffic was affected by our deviation. Use the highest level of automation to increase your situational awareness.

## Synopsis

Air carrier flight crew reported an altitude overshoot deviation due to the aircraft's light gross weight and high climb rate.

ACN: 1781172

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Ceiling.Single Value : 8000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission.Other

Flight Phase : Final Approach

Route In Use : Visual Approach

## Person

Location Of Person.Facility : ATC Tower

Location In Aircraft.Other

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 12

ASRS Report Number.Accession Number : 1781172

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Runway

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was notified about a report of a wrong surface landing. I was the Controller on the midnight shift. I cleared Aircraft X for Runway XXC, but the Aircraft landed Runway XXR. Approach switched the aircraft on an extended base for the visual approach [to] Runway XXC. The pilot checked on the frequency for Runway XXC. I cleared the aircraft to land for Runway XXC. After I cleared the plane to land the janitorial guy comes to the Tower cab to vacuum the Tower and empty the trash. I usually go opposite of him so we can keep our space (we had our mask on) for social distancing. When he finished cleaning the Local 3 position I recognized the aircraft was short final to Runway XXR. I knew the runway had no vehicles on it because my strip bay showed no vehicle above Runway XXR bay header. I let the aircraft land Runway XXR due to the critical phase in flight. I taxied the aircraft to the ramp after the aircraft landed safely. In the past Approach would call me on the shout line to remind me that this aircraft is set up on the wrong approach. By me not being at the position walking around the Tower cab I did not recognize the aircraft on approach for the wrong runway. The recommendations I would use to prevent this wrong surface landing is to observe an aircraft turn onto the right approach for the right runway. If that pilot makes a mistake turning on to the wrong approach I can either send the aircraft around or correct the aircraft to land on the proper runway, or I can help the pilot get visual for the runway the pilot is lined up for and clear the plane to land for that runway. The key is catching the aircraft turning on the approach early enough so I can correct the pilot.

## Synopsis

ATC Tower Controller reported an aircraft landed on the wrong runway and cited social distancing distraction during a janitorial service in the Tower as a contributing factor.

ACN: 1781110

## Time / Day

Date : 202101

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1781110

Human Factors : Situational Awareness

Human Factors : Physiological - Other

Human Factors : Distraction

Human Factors : Communication Breakdown

Human Factors : Workload

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was working the FWD cabin and Flight Attendant (FA) B was working the AFT. During the flight FA B approached the galley and states to me that she was going to give Passenger X a face mask warning, because he was having a hard time complying to keeping the mask over his nose and she asked on numerous occasions before pushback, taxing out to the runway, and during the flight to keep his mask over his nose. I called flight deck to inform the Captain what was about to happen. So FA B gave the written policy to Passenger X and he stated he didn't want to see it. FA B informs me what happened and I call the flight deck. I tell the Captain she gave the warning and Passenger X refuses to hear it. The Captain states we'll just call for supervisors to meet us at the gate. FA B and I both say "okay." I decide to do a walk through in the cabin and notice Passenger X has his mask on covering his nose and mouth. I inform FA B and the Captain. Captain states that's great, but so there's no further issues with Passenger X we'll still have the Supervisor meet us. I say "fine." I guess noticing that FA B and myself are talking to the Captain inflight, Passenger X states to FA B he now wants to read the policy. Once seeing the policy and reading it Passenger X states to FA B that he's sorry. FA B then calls the Captain to let him know Passenger X has a change of heart. Captain still states he'll have the Supervisor meet the aircraft at the gate. We say "okay." Once at the gate, I open the main door and the supervisors are there. They wait for Passenger X to deplane to talk to him. The supervisors also state they will inform his connecting flight.

## Synopsis

Flight Attendant reported a passenger would not comply with face mask policy and was met at the arrival gate by supervisors.

ACN: 1781107

## Time / Day

Date : 202101

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1781107

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Human Factors : Other / Unknown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

Narrative: 1

I took the insert of the food catered for the pilots up to the flight deck prior to passenger boarding. The Captain asked me to set it on the jump-seat behind him. During boarding, the Captain came out and told us that the First Officer does not wear a mask in the flight deck and asked if either Flight Attendant A or myself would be willing to come up to the flight deck if the Captain needed a lavatory break in flight. We both said that we would not be comfortable with coming up there if the First Officer was not wearing a mask. Upon landing, I realized that the insert of flight deck food remained in the flight deck until after landing. Better CRM between flight deck and flight attendants if this situation comes up. I honestly don't think that anyone even thought about it. Flight Attendant A and I just knew that we were not going to put ourselves into the flight deck if the First Officer wasn't wearing a mask, which we would have had to in order to grab the insert. But it absolutely was not intentionally left on the flight deck for takeoff and landing on our part.

## Synopsis

Flight Attendant reported the FA crew were unwilling to enter the flight deck because the First Officer would not wear a face mask.



ACN: 1781102

## Time / Day

Date : 202012

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase.Other

## Person

Location Of Person.Aircraft : X  
Location In Aircraft.Other  
Cabin Activity : Safety Related Duties  
Cabin Activity : Deplaning  
Cabin Activity : Boarding  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1781102  
Human Factors : Physiological - Other  
Human Factors : Fatigue  
Human Factors : Communication Breakdown  
Human Factors : Troubleshooting  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
When Detected : Pre-flight  
When Detected : Aircraft In Service At Gate  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Ever since we began wearing masks I am fearful of my job. I am getting headaches and at times migraines. When I get a headache, I am cranky so not always nice to passengers. I cannot communicate properly with my [coworkers], my customers, the agents, etc. In an evacuation, how are we to hear one another? We are in a metal tube with little oxygen already. What our company is spraying on the aircraft can be damaging to the human body. Neurologically speaking and hard to pinpoint.

## Synopsis

Flight Attendant reported experiencing health issues since the wearing of a face mask began and the use of sanitizing spray in the aircraft.

ACN: 1781085

## Time / Day

Date : 202101

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 22500

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Climb

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1781085

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Controller had to have had a mask on as his communications were muffled and thus hard to understand. We read back clearance to FL230 and as we were passing through 22,500 he said we were only cleared to FL220. He said to just continue to FL230 and that is what we did. No conflict was noted.

## Synopsis

Air carrier Captain reported an altitude deviation during climbout and cited communication problems with a Center Controller due to the Controller possibly wearing a face mask.

ACN: 1781064

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1781064

Human Factors : Workload

Human Factors : Situational Awareness

## Person : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1781061

Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight  
Result.General : Police / Security Involved

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

A little while after reaching cruise altitude, the flight attendants contacted us to let us know that there was a passenger who was not complying with the mask policy. They were handling it per their guidance and keeping us informed. Later in the flight there had been some other problems that they had informed us about. The First Officer and I had completed a bathroom rotation just before starting down into ZZZ when we got a call from the flight attendants informing us they were [having problems with this passenger]. They just wanted to be sure we knew this. I asked them to let us know if there were any problems. Several minutes later, we received a call that this passenger had not taken kindly to the warning and had become "verbally combative." I thanked them for letting us know, and asked if everyone was okay. They replied yes, they were. I asked them to keep us informed if there were any changes or if anything escalated, they said they would. At this point we had begun the descent on the arrival into ZZZ, the First Officer had been flying the whole leg. He had been managing the radios as well while I was talking to the flight attendants. I considered that while the situation currently was Level 1, I felt it was most prudent to get the aircraft on the ground to protect my crew and the other passengers. Additionally, felt it would reduce my workload as well as my First Officer's if we requested priority handling. I told the First Officer what I was considering and why, and asked if he had any considerations. He agreed that was a good choice. I then requested priority handling with ZZZ approach and informed them of SOB and fuel remaining. I had sent an ACARS message to Dispatch informing them of our situation. I called ZZZ ops and informed them of the same. I then checked in with the flight attendants to ensure things were okay, which they were. I informed them we were accepting priority handling and would be on the ground as soon as possible. As we passed through 10,000 feet we kept the speed up around 315 knots to expedite our arrival. We were given radar vectors to a visual Runway X and landed uneventfully. We had to wait a few minutes for our gate as it was occupied. We pulled into the gate. The passenger disembarked and the situation was over. There were no injuries. After the plane was empty the crew got together in the front of the airplane for a debrief of the situation. At the end of the debrief I asked the flight attendants if they were okay and would be comfortable with continuing. They all felt that they were okay to continue. When the First Officer and I debriefed, I asked him the same and he was good. I took a moment to assess myself and determined I was good to continue as well. It is worth noting that the flight attendants did a very good job of keeping us informed as to the status of the situation. This was helpful and good crew CRM. They were clear in their communication, calm and professional. My First Officer also was a model of CRM and performed exceptionally to include his aircraft handling to expedite our arrival.

## Narrative: 2

Passenger wasn't complying with mask usage after being repeatedly requested to by flight attendants. Flight attendants issued warning after which passenger became verbally aggressive.

## Synopsis

Air carrier flight crew reported a passenger misconduct incident during flight that initiated due to non-compliance with face mask policy.

ACN: 1781021

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Taxi

Make Model Name : Light Transport, Low Wing, 2 Turboprop Eng

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1781021

Human Factors : Fatigue

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Confusion

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

The fatigue call that was made by myself and my First Officer was predicated by a very long day the day before as well as schedule changes on the day of the fatigue call. On [date 1], we flew 9.1 hours from ZZZ to ZZZ1 to ZZZ2 to ZZZ3. We had 30 minute or less turns the whole day, both passenger legs required lav services, and refueling was required at each stop. On approach into ZZZ1 we also had to break off the approach as the aircraft in front of us slowed down more than ATC anticipated. On approach into ZZZ2 we picked



up ice and frost underneath the wing clinging to the bottom of the cold soaked fuel tanks. We attempted to start the process for de-icing, but multiple aircraft had to be moved on the ramp for that to occur per the FBO. By the time the passengers arrived and bags were loaded the majority had melted and I used my hands to remove the rest. The flight down to ZZZ3 was 4.0 hours due to headwinds and we arrived at night time. The next day was only supposed to be one leg from ZZZ3 to ZZZ4 then it grew to include ZZZ4 to ZZZ5 once we got to the hotel. Only about 30 minutes prior to departure from ZZZ3 the next day were we informed that the day had grown to ZZZ3 to ZZZ4 to ZZZ6 to ZZZ7 and then once we arrived in ZZZ4 it had grown again to include a 4th leg back to ZZZ5 from ZZZ7. On our way into ZZZ7 we were informed by ATC that ZZZ Center would be going ATC zero for COVID cleaning and once we landed no clearances could be issued northbound. This would necessitate staying in ZZZ7 for the night and a show at XM:0X am to arrive at ZZZ5 for the passenger leg at XP:00 am. The fatigue from [Date 1] and [Date 2] would have only been amplified by the early show and so we decided it was not safe to continue as scheduled once we arrived in ZZZ7 for the night. The fatigue was further evidenced by the fact that while we were getting our bags out at ZZZ7 we discovered that a passenger [bag] from the ZZZ3 to ZZZ4 leg had been missed and was still in the aircraft.

## Synopsis

Air Taxi Captain reported calling off a flight due to fatigue from a grueling schedule they had for a couple of days.

ACN: 1780940

## Time / Day

Date : 202012

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 549.03

Experience.Flight Crew.Last 90 Days : 2.6

Experience.Flight Crew.Type : 549.03

ASRS Report Number.Accession Number : 1780940

Human Factors : Distraction

Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

Narrative: 1

Flight operated normally. After landing in ZZZZ and beginning flight planning for next leg I realized I had not signed the release prior to departure for the previous flight. I had just returned to the line after not flying for almost 7 months due to the pandemic. We were on a delay due to flight attendant staffing. I reviewed the release, saved it to my iPad, briefed my crew and even spoke with the Dispatcher prior to departure about the Flight Attendant issue and our timeline for departure. However I missed signing the release. Contributing factors include, lack of recent experience due to the pandemic, inability to print the dispatch release displayed on the ACARS.

## Synopsis

Air carrier Captain reported not signing the flight release prior to departure.

ACN: 1780932

## Time / Day

Date : 202101

## Place

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

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 1357  
Experience.Flight Crew.Last 90 Days : 69  
Experience.Flight Crew.Type : 1357  
ASRS Report Number.Accession Number : 1780932  
Human Factors : Distraction  
Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

During cruise flight, the Purser called to advise that the passenger seated in X was not complying with established face mask policy. Per the flight attendants, the passenger was

tearing layers of the mask away. The flight attendants offered a new face mask from onboard PPE provisions but the customer refused. The Purser advised multiple de-escalation attempts were made along with the flight deck making a PA. The Purser advised that non-compliance continued and, ultimately, the operations center was advised. A customer service representative was requested to meet the flight after coordination with the Inflight crew and operations center security. Purser advised that a FA a report would be submitted for this event.

## Synopsis

Air carrier Captain reported passenger was not compliant with face mask policy during flight.

ACN: 1780908

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 200

Experience.Flight Crew.Type : 15000

ASRS Report Number.Accession Number : 1780908

Human Factors : Time Pressure

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Three flights, three last minute gate changes, full on full off on through flight, weather delays, etc. Busy with pre-COVID like Ops tempo. We got a last minute gate change and when we got to our new aircraft we called for push, same callsign, from our old gate. Surprised Ground, but no conflicts noted. Ground Ops is struggling to keep up with changes and weather issues using COVID Manning and Procedures. Constant gate changes, especially on through flights, doesn't seem to be the best solution. Pilots need to be aware of post COVID procedures irregularities and adapt accordingly. This was a simple mistake but indicative of a larger issue. Called for push from wrong gate.

## Synopsis

Air carrier Captain reported using the wrong gate number when requesting push and cited last minute gate changes, weather delays, and time pressure as contributing factors.

ACN: 1780881

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 34000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 12

ASRS Report Number.Accession Number : 1780881

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Environment - Non Weather Related

Narrative: 1



Aircraft X was on the ZZZZZ departure climbing out of ZZZ. The [Sector X] Controller climbed the aircraft to FL330 and flashed the aircraft to [Sector Y] who followed the AIT and flashed it on to me working [Sector XY]. I recognized a limited aircraft at FL360 so I waited until there were no longer a factor and I looked over and did not see a [Sector Z] Controller at the other end of the room. I called [Sector X D side] and APPREQed control for climb for Aircraft X. The Controller said approved as requested. I climbed the aircraft to FL390 and violated Sector Z without a point out. I made several mistakes in this situation. I had known that [sector] Z was open since I had shipped multiple aircraft to that sector but when I looked over at the sector I did not see a Controller at [Sector Z]. The view of the [Sector Z Controller was blocked by the Sector X Controller. I did not see the Controller sitting behind the Sector X Controller. Another big contributing factor in this situation is that since Month during the COVID pandemic and the reduced traffic, we almost never opened sector Z. Now that traffic has been picking up and we have been utilizing the sector more often I have made this mistake. During the COVID posture we typically gave sector A control to climb on the ZZZ departures. That could also create a problem once sector XY opens. I needed to pay more attention to the current sector configurations.

## Synopsis

Center Controller reported an airspace violation and cited COVID-19 staffing and work environment configurations as contributing factors.

ACN: 1780871

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person : 1

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 14

ASRS Report Number.Accession Number : 1780871

Human Factors : Distraction

Human Factors : Confusion

Human Factors : Communication Breakdown

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Time Pressure

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

Person : 2

Reporter Organization : Government  
Function.Air Traffic Control : Enroute  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 4  
ASRS Report Number.Accession Number : 1780874  
Human Factors : Troubleshooting  
Human Factors : Physiological - Other  
Human Factors : Distraction

Person : 3

Reporter Organization : Government  
Function.Air Traffic Control : Enroute  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1  
ASRS Report Number.Accession Number : 1780875  
Human Factors : Situational Awareness  
Human Factors : Physiological - Other  
Human Factors : Distraction  
Communication Breakdown.Party1 : ATC

Person : 4

Reporter Organization : Government  
Function.Air Traffic Control : Enroute  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 11  
ASRS Report Number.Accession Number : 1780876  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : ATC

Person : 5

Reporter Organization : Government  
Function.Air Traffic Control : Enroute  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 13  
ASRS Report Number.Accession Number : 1780880  
Human Factors : Workload  
Human Factors : Troubleshooting  
Human Factors : Confusion  
Communication Breakdown.Party1 : ATC

Person : 6

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1780979  
Human Factors : Time Pressure  
Human Factors : Human-Machine Interface  
Human Factors : Distraction  
Human Factors : Workload

## Person : 7

Location Of Person.Aircraft : Y  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1781288  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Confusion  
Human Factors : Workload

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
Result.General : Flight Cancelled / Delayed  
Result.Flight Crew : Returned To Clearance  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

The following is a list of concerns and questions regarding ZZZ Center's decision to go ATC Zero in the middle of the day as well as the process by which it occurred. I'm going to divide the report into three major issues with details below. I'm not sure how many of my colleagues will file individual reports, but this is a combination of many of our concerns as discussed during and after the event. The three major places we believe safety was jeopardized were: 1) The decision to close in the middle of the day on short notice. 2) Confusion between the published contingency plan and the COVID contingency plan. 3) The decision to not transition into ATC Zero procedures until only 30 minutes prior to the event. 1) Why close in the middle of the day? ZZZ Center has had multiple COVID positives since the beginning of the pandemic, and cleaning was always delayed until the mid-shift, when traffic is greatly reduced. In fact, in early Month 1, we had a Controller from the X Area report to work and leave in the middle of the shift because he was feeling sick. He took a test on his way home from work and reported back to the facility that he

was indeed COVID positive. His crew finished their shift, the night crew worked their entire shift, and then cleaning occurred on the mid. This is after a confirmed COVID was in the building, working traffic that very day. Yesterday, management became aware of the COVID positive the day before and the person hadn't been in the building since Month 1. However, the decision was made that cleaning had to be done immediately. Why the urgency this time? Closing airspace on a very busy travel day on short notice introduced innumerable safety risks to the system, not to mention greatly impacted the efficiency of the NAS nationwide. 2) Confusion regarding contingency plan. ZZZ Center has a published contingency plan, which we review at least annually. Procedures and routes have been developed to allow traffic to continue through the facility should it need to close unexpectedly. Apparently, a separate COVID contingency plan was developed outside of these procedures. There was quite a bit of confusion among the workforce regarding this discrepancy - including a NOTAM being published with the frequency from the existing contingency plan, which was actually not going to be used in this COVID plan. Additional issues from the Controller standpoint included a lack of understanding about what was actually happening to ZZZ Center airspace at XA:X0 local [time] when ATC Zero was declared. The contingency plan seems to indicate that ZZZ Center airspace is to be assumed by ZZZ1 Center and ZZZ2 Center, however ZZZ1 Center was under the assumption that ZZZ Center airspace was to be non-radar. To this end, approximately 25 minutes before ATC zero, an aircraft from ZZZ entered [Sector Y] airspace without a hand off. I called [Sector Z] to call radar on the aircraft, assuming that they were busy changing flight plans and forgot to initiate a hand off. The Controller told me on the line they had "terminated" the aircraft and they were monitoring ZZZ2 frequency. ZZZ1 Center was in contact with ZZZ2 Center and passing ZZZZZ [Intersection] estimates to the controllers there. I told ZZZ1 we were still open until XA:X0 and Controller told me they were informed we were closed 30 minutes before XA:X0 local. Finally, the COVID route into ZZZ2 ended at ZZZZZ1 at which point we were supposed to issue "rest of route unchanged." First of all, most of these aircraft did not have ZZZZZ1 on their route, so rest of route clearance doesn't make sense. Second, any aircraft headed to a northeast airport that got tied back into their route with a direct after ZZZZZ1 went right back into ZZZ Center east area airspace. Once again, the question of who owns that airspace, is it radar on non-radar communications into play. We asked for clarification, which didn't come so **we started to issue ZZZZZ1â€¦ZZZâ€¦next fix to go further north and around ZZZ Center.** We were never adequately briefed on this new COVID contingency, neither when it was developed, nor on the day it was to be implemented. It seemed every time someone came down from TMU (Traffic Management Unit) or the watch desk, we were being told something different. There was a general feeling among the workforce that this was being made up on the fly. 3) Too short of a time frame for implementing contingency plan. When airspace is blocked for special operations, routes are put out hours in advance. There are "all aircraft must be out of the area by xxxxZ" notes sent to surrounding facilities and published in NOTAMs. These special operations have become fairly routine at ZZZ Center and we still get procedures started early. ATC Zero in the middle of the day is a much more complicated issue affecting a much larger piece of airspace and many more routes. Regardless, the decision was made to operate essentially as normal until the ATC limited at 30 minutes before XA:X0 local. Beginning with the fact that it takes significantly more than 30 minutes to traverse ZZZ airspace, this was not nearly enough time to sterilize the airspace and ensure all remaining aircraft were established on the only acceptable routes through ZZZ when ATC Zero (COVID procedure) has been declared. Below is a small list of the issues this created: - As late as 50 minutes prior to XA:X0, aircraft were still departing ZZZ3 and airborne from airports with "bad routes." This created increased workload for sectors ZZ and YY as they tried to get aircraft established on good routing prior to the XA:X0 local ATC Zero. - Sector YY needed a D-side and had (estimated) 15+ tracks as late as 35 minutes prior to XA:X0 local ATC Zero. At a time when we should be well into the

transition into ATC Zero procedures, we were still working hard to separate aircraft and resolve conflicts. - Sector YX/ZX took hand offs on two slower moving aircraft near ZZZ4 at approximately 15 minutes prior to filed to ZZZ4 and ZZZ5. There was absolutely no way these aircraft could have been established on the legal contingency routes by XA:X0. We wound up negotiating with ZZZ1 Center [named] sector to take radar on these aircraft after we issued routes southeast towards their airspace. When we were forced to leave by management at XA:X0 (due to 10 hour shift limitations), these aircraft were switched to ZZZ1 Center, but well into ZZZ Center airspace and not on the established COVID routes. While it is still unclear if ZZZ Center was officially non-radar airspace or not, these aircraft were not on legal non-radar routes. Several controllers were very uncomfortable leaving the airspace in the configuration it was at XA:X0 (myself included). We felt there was more to be done before each of the aircraft we were responsible for was in a safe and legal place. There was a feeling that getting us out before we hit 10 hours was more important than having the procedures fully running properly. Of course, both could have easily occurred if the transition to ATC Zero procedures started earlier. 1) Closing in the middle of the day. In the future, short notice ATC Zero procedures should be reserved for immediate, dire emergencies and not be used for cleaning especially days after a positive person was in the building. The decision to go ATC Zero should not be taken lightly and the risks should be carefully measured before the decision is made. 2) Confusion regarding contingency plan. A complete, thorough contingency plan needs to be developed and properly briefed to all involved - from OM down to controllers. There should be no confusion about what is going to happen and what each individual facility and sector's responsibilities are to be. 3) Too short of a timeframe for ATC Zero implementation. When it is absolutely necessary to go to ATC Zero, the procedures must be implemented earlier. At a minimum, aircraft forecast to be in the affected airspace need to be given routing off of the ground. ATC Zero cannot be declared until each and every single aircraft in the affected airspace is accounted for and on an established contingency route.

#### Narrative: 2

ZZZ Center went ATC Zero for a mid-day for COVID cleaning. This had not been conducted before during the day shift at ZZZ Center, only on the mid shift. The COVID cleaners were slightly delayed for their cleaning resulting in the airspace being closed longer than Command Center and Management had anticipated. The Operation Manager and all of the Front Line Managers were told that the cleaning was completed in the control room. They all came into the building to see and smell how the environment was inside the control room. Within minutes most of management came back outside dry heaving and coughing severely and said that the areas (Control Room) needed more time for the chemical to settle. After approximately 15 minutes, Management told us to come back into the building. We all initially thought the smell was bad. It was truly hard to breath. After a short amount of time, I was experiencing confusion, headache, sore throat, shortness of breath, nausea and could taste the chemical with my mask on. The taste of the chemical today has still not gone away. It smells and tastes like insecticide. My throat is still a bit sore. Several controllers went home on sick leave because they could not breathe and were coughing. The Operations Manager and all of the Front Line Managers left the control room multiple times because the fumes were so bad. They needed fresh air. There was not enough time between when the COVID cleaning taking place and when we were told to come back into the building. I want to know what chemical I was breathing in for over 5 hours. I believe this harmed me. Tech Operations stated that everything was saturated in the control room. What we were breathing in was not safe.

#### Narrative: 3

This was a workplace safety event that arose after a COVID-19 cleaning. When we walked back into the building we saw supervisors and other controllers coughing and becoming light headed from the fumes of the chemicals used in the cleaning. I personally was light headed for around 30 minutes after coming back into the building and then it went away. When I would walk out of the TMU (Traffic Management Unit) area to use the restroom I would become light headed and get a small headache as the fumes and residual smell was stronger out in the hallway areas. I noticed my coworkers were light headed and having slurred speech from the fumes/chemicals as well. I could hear the controllers coughing out on the floor working the planes and saw and heard upper level management even saying they had to go back outside to get fresh air and was dry heaving from the residual fumes. Someone needs to check the chemicals used to make sure they are safe (for the controllers that are coming in to work during a pandemic) and to make sure we are safe in our work environment. There should be more time or a better way to air out the building so that we are not inundated with fumes and potentially harmful chemicals when we reenter the building.

#### Narrative: 4

ZZZ Center went ATC Zero during the middle of the day during one of the busier times of the year. I'm at Sector X and prior to sitting down on position, we briefly get briefed on what the procedures were and how to handle them. All aircraft heading northbound needed to be re-routed via one single routing. We would get an estimated time an aircraft would be over a certain fix (ZZZZZ1) and then terminate radar services and have them contact ZZZ2 Center at another fix (ZZZZZ2). We would then notate the termination time and give it to the Supervisor. I was working the sector by myself. So, I was basically shouting at the D-Side at the adjacent sector, to write down all the pertinent information on the flight strip to pass on to the Supervisor. It was a gigantic mess since the [Sector Y] controller was also getting the information from his aircraft and passing it on to the D-side. There were lots of airplanes and the entire process was chaotic. I don't believe the ATC Zero event should have occurred at the time that it did. It was dangerous because we are not non-radar controllers (unlike other areas whom are proficient daily) and were tasked with becoming ones in a real life setting. I would recommend that ATC Zero for ZZZ Center should not have happened in the middle of the day when it's one of the busiest travel times of the year. We should have also had time to get acclimated with the procedures prior to being thrown into the mix. I believe that there should have been more in-trail coming out of the terminal airspace to help alleviate the spacing that was required. Almost every altitude was being used since that was all we could do via non-radar.

#### Narrative: 5

I worked the R-side for these two positions during a short notice ZZZ Center ATC Zero event for a few hours occurred during a typically busy time of day. I was a firsthand witness to multiple instances of confusion among controllers and between controllers and pilots. Atypical and complex traffic patterns were planned for controllers to use but they proved to be incomplete or unclear to many. Having to review and implement the procedure specifically developed for this event within the same few hours showed that controllers were not on the same page. This added and unusual workload left the airspace vulnerable to unsafe situations. Follow the standard ATC Zero contingency plans outlined in the building, and allow for refresher training on implementing them.

#### Narrative: 6

Operated Aircraft X, ZZZ6 to ZZZ7. After reaching cruising altitude our dispatcher mentioned that ZZZ Center was going ATC Zero but that it shouldn't affect us. Unfortunately, later on ZZZ8 Center mentioned that in about 200 miles from our current

position at the time we were going to have to cruise at 10,000 feet the rest of the way to ZZZ7. We immediately told our Dispatcher the information following ATC Zero procedures from our iPads. We asked them to coordinate alternates for us, we told them our options were ZZZ9, ZZZ10 or ZZZ4. We ran numbers for all of them by cruising at 10,000 feet and ZZZ4 was our best choice, we told this to Dispatcher but never got a suggestion of alternate from them. At this point ZZZ8 Center was insisting that we needed to tell them our plan because they had to start us down to 10,000 feet in a few minutes. Eventually we told ATC we were proceeding to ZZZ4, and communicated this decision to our dispatcher via ACARS. Soon after this, our dispatcher sent us an ACARS changing our destination to ZZZ4. We eventually landed in ZZZ4 to obtain extra fuel, and then proceeded for a safe arrival into ZZZ7. ATC explaining the reason for our early descent to 10,000 feet due to ZZZ Center closure. ZZZ Center going ATC Zero due to cleaning facilities, which cause ATC to tell us that they would have to descend us 10,000 feet and fly that way all the way into ZZZ7 from present position at the time. We ran our fuel numbers and unfortunately we were going to be unable to do that all the way into ZZZ7 with a comfortable amount of extra fuel remaining. Followed ATC instructions, ATC Zero procedures in our manuals, and notified Dispatcher of the need of a possible diversion due to unplanned early descent to 10,000 feet. Suggestion would be to follow ATC Zero procedures from the iPad as listed, especially with unplanned closure of centers due to cleaning. We followed the steps of ATC Zero in the iPad. Unfortunately, we didn't get expedited response from Dispatch at the time regarding suitable alternates. We communicated our fuel on board, tried to coordinate suitable alternates with comfortable extra fuel remaining, but we didn't receive a list of coordinated alternates according to the iPad. At the same time ATC kept insisting they needed a new plan due to the ZZZ Center closure in a few minutes. Therefore, the FO (First Officer) and I determined that the best choice would be ZZZ4 which gave us plenty of extra fuel remaining by cruising at 10,000 feet. We eventually told our dispatcher that we were proceeding to ZZZ4 to grab extra fuel since ATC couldn't wait any longer for them to respond about the decision of going to ZZZ4. Eventually we received an ACARS with an amended release of new destination ZZZ4, and a coordinated arrival with Ops (Airport Operations) at ZZZ4.

## Narrative: 7

What needs to be looked at here is the motivation to clearly flight plan a trip without regard to the FOM or FAR requirements. You can be out of radar environment and make position reports, but if the agency controlling has been shut down, who would you be making the reports to? This would have put the aircraft in an overwater non-radar, non-communication environment for over 200 miles. Another less experienced crew may have accepted dispatches confirmation that, yes we can do that. This also may have been influenced by pressure from scheduling that, if we don't get that airplane off the ground the crew will time out. All these things need review and corrective actions need to be implemented to never put flight crews in a precarious position again. During the afternoon of [Date] ZZZ Center was to be shut down due to virus decontamination. We were able to leave ZZZ11 for ZZZ6 before this happened. Upon arrival in ZZZ6 we were told of a delay due to this closing. This delay would cause us to exceed our FDP (Flight Duty Period) of 13:00 hours. Both the FO (First Officer) and I declined extending our FDP. I then received our flight release with the following notes. "Only non-surveillance separation will be provided between ZZZZZ3 and ZZZZZ4". "No ATC com will be available between ZZZZZ3 and 50nm N of ZZZZZ5." I contacted Dispatch with the legality of this release and was told "Yes we are allowed to do this." My next call was to the on duty Chief Pilot. My concern was I could not recall any relief from continuous com between the aircraft and ATC. The Chief Pilot made some calls and confirmed my thoughts that we could not operate under this condition. Luckily ZZZ Center re-opened sooner than expected and we were able to complete the day within our FDP.



## Synopsis

Five Center controllers and two air carrier captains (different flights) reported safety concerns relating to the closure of an ATC Center during the middle of the day for COVID-19 cleaning.

ACN: 1780803

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1780803

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Throughout all stages of the flight Passenger X and Passenger Y, kept removing their face masks to talk to each other and their daughter. Passenger X kept her mask below her chin throughout boarding and when I passed by her I told her she needed to keep her mask on. She initially complied but for the rest of the flight she kept pulling her mask down and placing her fingers in her mouth and on her nose. During final compliance checks before

landing her mask was down again and she was touching her nose. I told her to pull her mask up again. She refused and said she needed to blow her nose because of an ear issue. I told her she can pull her mask up over her nose and mouth and then pinch her nose over the mask and blow to relieve the pressure. She refused. I told her again that regardless her mask needs to cover her nose and mouth and continued my compliance checks. She ignored me and kept her mask down for landing. The couple did not take the mask policy seriously and ignored my warnings as if they were merely suggestions. They were blatantly non-compliant and they did not require their daughter to wear her mask at any time either. I believe that the couple should be placed on the mask noncompliance list because of their blatant non-compliant behavior and the way they ignored my instructions. There was not time during the flight to issue the warning or to call the pilots to arrange for [customer service] to meet the flight because we were in final descent during sterile cockpit.

## Synopsis

Flight Attendant reported a family was non-compliant with face mask policy throughout the flight.

ACN: 1780793

## Time / Day

Date : 202101

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1780793  
Human Factors : Time Pressure  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

This aircraft came in late, we were on the jet bridge while the cleaners cleaned and rushed during this pandemic on a full flight sanitizing the aircraft properly is what we are promising our passengers. We did not see the cleaners with X sprayer on aircraft that is announced to our passengers. They are trusting us to provide a safe and clean cabin during this pandemic and a quick turn makes that challenging. Furthermore, passengers were boarded right behind crew, our bags were not put away we hadn't done safety checks yet and with people boarding made it challenging to complete during boarding

process. No social distancing was done during boarding, customer service manager wrote in group chat to try to close on time. Meanwhile aisles are full, safety checks had not been completed and passengers were back into the jet bridge to terminal. As we all would love things to be normal we are not currently in that situation with a global pandemic. I was forced to have passengers standing directly in front of me with no room to turn because again, no social distancing took place. Not to mention I was told by company I was exposed on [Date], by COVID positive crew member, so I was really trying my best to not be directly in anyone's faces and wore 2 masks just in case until I [am] able to be tested. We have to do all we can to keep everyone safe and rushing quick turns and not properly inspecting is not part of our values. I was able to complete my checks right before the door closed. And was able to brief UM after the door closed.

## Synopsis

Flight Attendant reported quick turnarounds on full flights make it difficult to social distance, complete safety checks, and for cleaning crews to properly sanitize the aircraft.

ACN: 1780784

## Time / Day

Date : 202101

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1780784  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Workload  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Customer boarded with face covering mouth only, immediately advised covering must cover nose also. While stowing bags nose [was] still not covered. I politely asked would she like a different mask. Customer immediately put her face inches from mine asking was

this ok? I felt very uncomfortable having customer do this. Customer sat down as husband tried to explain how she was not wearing mask correctly. He apologized for her. She yelled across aisle not to apologize as she did nothing wrong. They had 2 children not wearing masks either. I personally felt threatened by this lady. And if she had COVID by yelling in my face I feel very paranoid and upset about this happening. Gate agent came on board told her again about not wearing mask correctly and advised if [there were] issues in flight [the] Captain would divert. She was compliant in flight. Children were not.

## Synopsis

Flight Attendant reported a passenger was not compliant with face mask policy while boarding.

ACN: 1780770

## Time / Day

Date : 202101

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1780770

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related



## Narrative: 1

I asked the Flight Attendant A to please wear her mask properly when sitting together on the jumpseat and when talking with me. If she would keep a safe distance, that would be acceptable for the later. Just not without distancing. She informed me that her asthma makes it hard for her to breath. She also informed me that it keeps slipping down. I told her that I need her to please wear it properly and she said that she would try. It was clear that the mask was not going to cover her nose so, I called for a Supervisor to mediate the situation. They witnessed her mask below her nose and asked her to change the mask to a mask that would not keep falling down. After a lengthy discussion, she complied. During the safety demo and flight, I asked a passenger to please wear his mask over both his nose and mouth. He told me that having his mask under his nostrils is acceptable. I informed him that our policy states that it has to be worn over his nose and mouth. I offered to show him the policy and he declined. He said that the policy was stupid and that he was going to write airline about it. He asked for my name and I gave it to him.

## Synopsis

Flight Attendant reported another Flight Attendant and a passenger were not compliant with face mask policy.

ACN: 1780757

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 11000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use.STAR : ZZZZZ

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1780757

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

After a lengthy delay of 4 hours in ZZZ1 due to weather and COVID in ZZZ we departed and the flight was normal and uneventful until descent on the ZZZZZ STAR into ZZZ. I was PM, so I was on the radio and ZZZ Center gave us cross ZZZZZ1 [Intersection] at 11,000 and 250 knots. I repeated the clearance then verified it with my Captain who began putting it into the MCDU and set 11,000 in the altitude selector. I glanced down and confirmed and then returned to looking for ice buildup. Within a half mile of ZZZZZ1 ATC called and re-cleared us to descend and maintain 11,000 and maintain 250 knots. I repeated the new clearance and then my Captain and I noticed that our initial clearance for ZZZZZ1 was inadvertently selected on the next fix ZZZZZ2 which is 7 miles from ZZZZZ1 and has 11,000 feet restriction on the STAR. While there was an error I do not believe an FAR was violated because ATC was diligent and noticed we were not going to make the assigned restriction and re-cleared us before the restriction. Furthermore when I apologized to ATC they said no worries have a good night and they shipped us to the next Controller. I believe this could have been avoided if my Captain and I spent an extra second looking at the MCDU before ZZZZZ3 it. I believe factors that played into this were two long legs with a 4 hour delay in ZZZ1. To reiterate I do not believe an FAR or clearance was violated, but it was close so my Captain and I decided to write a report.

## Synopsis

Air carrier First Officer reported not making a crossing restriction during descent.

ACN: 1780605

## Time / Day

Date : 202101

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 2236

Experience.Flight Crew.Last 90 Days : 50

Experience.Flight Crew.Type : 2236

ASRS Report Number.Accession Number : 1780605

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

A passenger in seat X was displaying COVID-19 like symptoms. He stated that it was asthma. We contacted the company and the ground security. The ground security coordinator contacted medlink and med link advised the ground security coordinator to remove the passenger from the flight. I made an announcement in regards to what happened. I explained to the remaining passengers that if they wanted to disembark the aircraft because of the situation they were allowed to. Only one person left the aircraft. When we got to ZZZ1 we found out that indeed it was only asthma.

## Synopsis

Air carrier Captain reported a passenger was removed from flight after exhibiting COVID-19 like symptoms. Post flight, the crew found out the passenger did have asthma.

ACN: 1780604

## Time / Day

Date : 202101

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : Y

Problem : Failed

## Person : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 17000

Experience.Flight Crew.Last 90 Days : 56

Experience.Flight Crew.Type : 5874

ASRS Report Number.Accession Number : 1780604

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 12982  
Experience.Flight Crew.Last 90 Days : 64  
Experience.Flight Crew.Type : 7060  
ASRS Report Number.Accession Number : 1780597  
Human Factors : Workload  
Human Factors : Troubleshooting  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Human Factors : Human-Machine Interface  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Detector.Automation : Aircraft Other Automation  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem  
Result.Flight Crew : Landed As Precaution

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

Slow Pressure Leak at FLXXX. This trip started as a 3 day ZZZ1 airport. Flight X was the second segment on day 1 from ZZZ2 to ZZZ3. My First Officer, was the flying pilot for this leg. Loading and boarding were normal, and the flight was full. At push time a passenger stood up and ran to the lav, so we waited and pushed off gate X at XA:XXz. We taxied to Runway XL for takeoff, the weather was beautiful. With [FO] flying we departed XL on the ZZZZZ2 RNAV Departure to ZZZZZ. Our route would take us from ZZZZZ to ZZZ4 ZZZ5 ZZZZZ1 into ZZZ3. It was a beautiful day, we could see the front range clearly with [Mountain Peak] in the distance and nearly unlimited visibility. The departure was uneventful, passing 10,000 feet I turned off the Sterile Cockpit light and gave a double ding, checked the pressure which was operating normally. (A habit ever since my [X type aircraft] days, as they tended to be leaky airplanes, and because I read a story about an airliner that took off with the mode selector in the wrong position and all lives were lost). As such, I try to check it every so often in the climb. Again passing 18,000 we did our flows, I checked the fuel which was feeding evenly and normally and again we were pressurizing normally. I checked fuel and cabin pressure one more time and all was normal. We had a continuous climb to FLXXX without a single level off, which is unusual for ZZZ2. In level flight at FLXXX I checked the fuel passing ZZZZZ Intersection and all was normal 2 minutes ahead. We were both still on headset with our speakers off at this

point. Shortly after ZZZZ when we were just starting to settle in at cruise from ZZZZ to ZZZ4 intersection, the Master Warning Illuminated with a Siren and a Cabin Altitude EICAS. I glanced up and saw the Cabin Altitude light and the Cabin altitude between the 10 and 15 mark. We immediately donned our masks. Upon donning my mask the expansion strap knocked the ear piece out of my left ear, so it was dangling somewhere off the O2 mask. With the Boom/Oxy switch in Oxy, I could not hear myself until I turned up my speaker. Donning the mask was interesting, with earpieces, eye glasses, and not to mention the removal of a COVID mask that [FO] was wearing. It took a few seconds to get the mask on and check in. In any event with both our speakers up we checked in on O2 and I requested priority handling while accessing the QRC. FO immediately started the descent. We initially started down with 14,000 feet in the window which I knew would clear the terrain until I could check the Grid MORA's more thoroughly. Running the QRC, we confirmed O2 on 100% with communications established, Engine Bleed Air switches were on and both Packs were on. The next step; Step 5 says, Choose one: Cabin Altitude is Controllable: or Cabin Altitude is uncontrollable: When I looked up I saw the cabin steady between the 10,000 and 15,000 marks on the gauge and was not climbing, but was obviously higher than a normal cabin. The Auto Inop lights were not illuminated and we were currently in Auto 2, so I decided to select Auto 1. At this point nothing changed, but the outflow valve appeared closed and the cabin seemed to be steady. I chose to continue the checklist with step 6 PASS OXY (If cabin Altitude 14,000 feet) ON. I knew the masks had deployed because I could hear the flight attendants on the PA telling the passengers to put on their masks. Structural integrity was not in doubt, so I confirmed with FO that all the steps in step 8 were accomplished. FO had done a great job and had accomplished all the steps, MCP was set at 14000, FLCH, Thrust was IDLE, Speed Brakes were extended, Speed was set at VMO, so I turned on the seat belt sign, ATC had been notified, so I did not set 7700 on the transponder. I looked back up and at this point the cabin was slowly decreasing. At no point did the cabin ever go out of the 10,000 to 15,000 marks on the cabin pressure. At the most the cabin is estimated to have reached approximately 14,000 or a bit less (Maybe 13,000 or so). Between the 3 of us in the cockpit, that is about the highest any of us saw. You must interpolate because the gauge only has a marks for 10 and 15. At some point during all this the flight attendants called the cockpit and I told the jump seater to take the call which he did. I quickly checked the Grid MORA's and confirmed the 10,000 was safe, so FO requested 10,000 and I set it in the window. At this point and altitude the cabin was stable. We were well into the descent and the cabin had started descending. I continued the checklist with the expanded items in the checklist, altimeters were set. Initially we requested a divert to ZZZ6, as we were both familiar with the field and it was the nearest suitable airport. I took the airplane from FO so he could set up which again he did very quickly. I gave FO back the airplane and called the flight attendants. They informed me that everything in the back was fine and I told them they no longer needed the masks. Now we started a conversation about our divert options. With the passengers, all safe and no issues, we checked our fuel and determined that we had plenty of fuel to safely return to ZZZ2. The cabin altitude was sitting somewhere around 6 to 7 thousand feet. I sent a quick note to dispatch to call me, so they sent me a frequency. We were unable to reach them, so they sent me a second frequency which also did not work (Probably because we were at 10,000 feet). I then established communication through the SAT Comm to the Dispatch, because there was no direct connection for sector X. The dispatcher that answered handed me off to the sector X dispatcher, and he agreed that ZZZ2 was a good choice and said he would let everyone know. After clearing with Dispatch, we discussed our plan and then informed ATC we no longer needed priority handling and that we were not an emergency and would like to proceed to ZZZ2. They routed us direct ZZZZZ2...so I called the FAs and informed them of the new details and time. They again informed me that everything was fine in the back and the cabin was secure. I made a brief PA announcement to inform the passengers of



our situation and our return to ZZZ2. In the cockpit, we all started a discussion about the plan and confirmed that we had notified all the parties concerned and accomplished all the appropriate actions. I asked Captain Y if there was anything else he could think of and he said, no you did everything you can do. I requested landing data for [Runway] YL and FO briefed the Visual approach. We accomplished the Descent Checklist and FO flew a beautiful uneventful visual approach to Runway YL. Once on the ground we taxied back to gate X and handed the plane over to maintenance. Two things that are interesting about this situation: First, when donning O2 masks and establishing communications. Because we both turned our speakers all the way up, it made initial communication both inside and outside the aircraft difficult, due to feedback between the 2 speakers. Also, I transmitted once outside the aircraft instead of inside with the rocker switch on the yoke. The second and more interesting point is that whenever you practice a depressurization in the simulator, it is always an explosive rapid decompression. This was not like that at all, this was an airplane that had a high cabin with a gauge reading between the 10,000 and 15,000 marks. A higher than normal altitude but not climbing. At the point on the checklist when it says "Cabin altitude is controllable:" It says "Attempt to reduce cabin altitude by switching to the other auto controller (or manual mode if AUTO INOP is illuminated)." I think it would be better worded to say Cabin altitude is controllable and can be returned to a normal cabin altitude. In our case it was a high cabin, but not one that was continuing to climb. So is that controllable? We decided to continue with the uncontrollable portion of the checklist and drop the masks etc. So, what went well? Our planning and decision making, and workload management went well. We constantly evaluated our situation and adjusted our plan as we gained more info and had the ability to discuss our options. What could have gone better? The communication while on O2 masks. Next time I would make sure my ear piece stays in my ear and or I would turn down my cockpit speaker so that we do not get so much feedback over the speakers. I feel that all in all, this was a well-executed event by all concerned ending with a safe return for passengers and crew.

## Narrative: 2

Aircraft X departed ZZZ2 for ZZZ3 on [Date] with Captain X (pilot monitoring), First Officer Y (pilot flying), and Captain Y (flight deck jumpseater). Takeoff from Runway XL and the ZZZZZ2 departure were uneventful, with no clouds, unlimited visibility, and light winds. Shortly after reaching FLXXX, with the autopilot and autothrottles on, the CABIN ALTITUDE EICAS message was displayed and its associated siren sounded. All flight crew members donned oxygen masks and crew communications were established. I noticed the cabin altitude indicator reading approximately 10,000 feet. Captain X ordered an immediate descent, and advised ZZZ Center that we were descending to 14,000 feet. ZZZ Center cleared us to descend, and advised that there was no conflicting traffic. I initiated the descent by putting 14,000 in the altitude window and pushing FLCH, followed by deploying the speed brakes and selecting a higher indicated airspeed. I continued increasing the airspeed as VMO increased. As I was flying the descent, Captain X ran the CABIN ALTITUDE checklist. Once the checklist was complete, Captain X brought up the Alternates page in the FMC and we discussed possible diversion airports. ZZZ6 was chosen as the nearest suitable airport and ZZZ Center cleared us direct to ZZZ6. Captain X focused on diversion planning and communication while I flew the airplane and talked to ATC, who cleared us to continue our descent to 10,000 feet. Once we were level at 10,000 feet, we reconsidered the decision to land at ZZZ6. Captain X confirmed that the situation in the passenger cabin was under control, the situation was stabilized, and our fuel state was sufficient to continue to ZZZ2. After coordinating with Dispatch, the decision was made to change diversion airports to ZZZ2. The flight to ZZZ2 at 10,000 feet was uneventful. ZZZ6 Approach provided a route to ZZZ2, which was then simplified to radar vectors by ZZZ Center and ZZZ2 Approach to a visual approach to Runway XL. A normal approach and landing were followed by a normal taxi to gate X. Other notes and

observations: When the alarm sounded, I was wearing a surgical mask, glasses, and a headset, and holding my company iPad. I was startled by the warning, and before donning my oxygen mask, I reflexively checked the cabin altitude, and saw that it was approximately 10,000 feet. As I donned my oxygen mask, I knocked my glasses askew and my headset off, and left my surgical mask on. I had to release my oxygen mask to remove the surgical mask, and then get my glasses situated on my face. I abandoned the headset in favor of the speaker. Captain X had some difficulty with his earpiece, as well as with the comm panel (transmitting on the radio rather than the intercom at one point). Additionally, we both experienced feedback when attempting to communicate with each other. This resulted in poor crew communication during the initial stage of the descent, while Captain X was running the checklist. Once the checklist was complete, we were able to troubleshoot our communications and they improved. However, I was lacking situational awareness of the situation in the early stages due to the communication issues. During the descent, Captains X and Y reported a maximum cabin altitude between 14,000 and 15,000 feet. I did not observe the cabin pressurization system during the descent, as my focus was on flying the airplane. Captain X had difficulty coordinating with Dispatch. He sent a "Call Me" request via ACARS and received several VHF frequencies, but all failed, possibly due to our low altitude (10,000 MSL, 5,000 AGL). He reverted to satellite communications, and was again hampered, this time because our dispatch sector did not appear in the SATCOM directory. He was eventually transferred to the correct sector and was able to coordinate our diversion. Captain X did an outstanding job of crew resource management, using me to fly the plane and coordinate with ATC, and using Captain Y as an additional resource for communication with the cabin. Additionally, he asked for and received input from both Captain Y and me, and used that input to guide his decisions about our diversion. All ATC agencies (ZZZ Center, ZZZ6 Approach, ZZZ2 Approach, and ZZZ2 Tower) were extremely helpful and professional, providing all requested assistance without delay. Captain X left the flight deck promptly once the parking checklist was complete to reassure the passengers and flight attendants. Several people commented that they were happy to see him in the cabin during the deplaning process. Debrief Items: What went well? Decision making. Looking back, the decision to divert to ZZZ6 initially was well considered and sound. We knew that Company had service to ZZZ6 and without knowing if there were any sick or injured passengers or flight attendants, a close airport was appropriate. Once the situation was stabilized, other factors could be considered (passenger accommodation, maintenance resources) and the decision to divert to ZZZ2 made the most sense. Workload and automation management also went well. By utilizing me to fly the plane and coordinate with ATC, and having Captain X assist with cabin coordination, Captain X was able to run the checklist, troubleshoot the problem, and stabilize the situation. And by keeping the autopilot and autothrottles engaged, I was able to initiate and manage the descent effectively. Finally, as I stated earlier, Captain X's leadership effectiveness was excellent. He remained calm when things got busy, and he actively sought out advice from all available resources, which led to a successful outcome. What could have gone better? My reaction to the alarm should have been to immediately put on my mask, rather than check the cabin pressure gauge. And I could have donned my oxygen mask more smoothly and quickly, rather than forgetting to remove my surgical mask and knocking my headset off. We could have done a better job establishing effective crew communications, which could have led to better situational awareness and crew coordination. Thankfully, all of these items were dealt with promptly, and none of them stood in the way of a successful outcome.

## Synopsis

Air carrier flight crew reported a pressurization problem during climbout resulting in a return to the departure airport.

ACN: 1780559

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : HOU.Airport

State Reference : TX

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Tower : HOU

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Airspace.Class B : HOU

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 98

Experience.Flight Crew.Type : 98

ASRS Report Number.Accession Number : 1780559

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : Taxi

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

The last two times flying through HOU, both Ground Control and Tower Control have been combined into one frequency and consequently one Controller. During both of those flights, upon being cleared for takeoff, the Tower Controller was also coordinating pushback clearances and ground taxi instructions. Predictably, multiple aircraft called for pushback during our takeoff roll, all while "stepping on each other" and blocking the frequency. As we were rotating, other aircraft were [sending unnecessary messages] (Why not get a full route clearance on Tower while we're at it?!). All these distracting radio events: the blocked transmissions, frivolous radio calls and non-runway-pertinent radio chatter, compromised the safe execution of what is arguably the highest risk portion of any flight; the takeoff. In this scenario, ATC was juggling pushbacks, ground taxiing aircraft, and most crucially aircraft taking off while loaded with humans and fuel. Worse yet, aircraft on takeoff were hearing it. Pilots' ears are trained to be listening for certain things at certain stages of the flight. Hearing pushback calls, blocked radios and the like on takeoff is nothing but a potentially dangerous distraction to the pilots.

## Synopsis

Air carrier Captain reported an unsafe environment at HOU with the Ground and Local Control positions being combined into one frequency.

ACN: 1780553

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 19000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Route In Use : Vectors

Airspace.Class A : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Aircraft Operator.Other

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Climb

Route In Use : Vectors

Airspace.Class A : ZZZ

## Person

Location Of Person.Facility : ZZZ.ARTCC

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 12.5

ASRS Report Number.Accession Number : 1780553

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was working [Sector] X at the time of the incident. Our area was not staffed properly, so I had been on position for about 2:40 when the event occurred, and was working my third different radar scope of the session. I had been moved twice due to partially certified controllers kicking me out of my previous position. I had also just returned from XX days off. The sector next to me (XY) was very busy, and part of my attention was diverted to that scope because there was inadequate staffing to provide them a tracker or D-side. I know this is not something I should do, but the controller at XY seemed over loaded. I took hand offs on Aircraft X and Aircraft Y at about the same time. I saw the traffic immediately, and turned Aircraft X to a 270 heading, and issued Aircraft Y 20 degrees left. I've been certified at ZZZ1 radar for over X years, and have seen this same scenario thousands of times in my career. I continued doing other things, then looked back on the situation and saw for some reason my 20 degree turn was not going to be enough. I am not sure if Aircraft Y actually turned 20 degrees, or maybe wind was a factor. I issued a 10 degree left turn to Aircraft X, confident that this would resolve the issue. Upon checking back a minute or so later, I saw that this was not going to be the case. I issued another 20 degree left turn to Aircraft Y and instructed them to expedite the climb. I stopped Aircraft X at FL190, but did not issue further turn because it would have violated ZZZ2 RAPCON airspace. About this time both aircraft responded to RA's. I waited for both to complete the RA maneuvers and cleared them back on course and up to requested altitude. First, I feel that personally I should have used altitude separation instead of, or in addition to, lateral separation. I should have ensured that the vector was enough before giving up vertical separation. It is something I have told my trainees hundreds of times in my career, and something that I should have done. Also, I recommend that the area be staffed correctly. We have been on COVID-19 schedules since March, and there seems to have been a shift in mentality regarding staffing. As a facility we worked nearly X,X00 tracks yesterday, and my area's night shift only had X CPCs (Last year we would have had 5 or 6 on the shift.) The result of this was that I was on position for nearly 3 hours without a break, during which my LoSS occurred. I understand that we are trying to keep the crews isolated from one another, but we also need to staff appropriately for the traffic. If we cannot staff enough people on a shift, then traffic needs to be slowed down.

## Synopsis

Center Controller reported a loss of separation and attributed it to being overworked, and short staffed at the Center.

ACN: 1780552

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 31000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Location Of Person.Facility : ZZZ.ARTCC

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 3

ASRS Report Number.Accession Number : 1780552

Human Factors : Distraction

Human Factors : Confusion

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Narrative: 1

ZZZ1 went ATC zero due to a COVID cleaning around Xpm local for several hours. We had one non-radar route going north bound from my area to ZZZ2 Center. My area does not train or use non-radar procedures so we were very unprepared in terms of skill. We were told to get an estimate for the ZZZZZ Intersection from the aircraft and provide 10 minutes in trail between aircraft at similar altitudes. We were initially given 20 miles in trail from approach controls, but this quickly over loaded the sector and it was increased to 30 miles in trail which was insufficient. Things that went wrong: 1) Printer at the XY position broke at the beginning, but was fixed by tech-ops in a somewhat timely manner. 2) The automatic printing was not turned on for the XY position and no one knew how to turn it on. 3) Manual printing the strips took up a lot of time for XY position. 4) We did not have enough strip holders to post all of the strips for the aircraft in our airspace. 5) The ZZZZZ Intersection sounds a lot like the ZZZZZ1 Intersection so we got a lot of incorrect time estimates as pilots got the confused. 6) A lot of aircraft were still climbing before getting to the ZZZZZ Intersection to being the non-radar routing so they gave us incorrect time estimates for ZZZZZ1. Once some of these aircraft leveled off their estimates were changing drastically. 7) Once we got the time estimate from the aircraft our Supervisor had to go and call on the area land-line. So we had no easy way to communicate with ZZZ2 Center. 8) The XZ position was also open and 'merging' aircraft into the north bound routing but did not have a d-side and given the strong westerly winds was getting odd ZZZZZ1 estimates. 9) The combined amount of overflight traffic and departure traffic was greater than the number of available altitudes. We had 9 usable altitudes but often had 11+ aircraft per 10 minute period. I would very strongly recommend that the non-radar **north bound route not be used again unless it's late into the night when there is very little traffic.** If it is necessary for it to be use then only two or three major airports be allowed to depart aircraft and they would only be allowed to depart one aircraft every 10 minutes per airport.

## Synopsis

Center Controller reported a possible loss of separation and having difficulties to attain the required non-RADAR separation due to another Center going ATC zero for COVID-19 cleaning.



ACN: 1780537

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.AGL.Single Value : 800

## Environment

Flight Conditions : IMC

Weather Elements / Visibility : Rain

Weather Elements / Visibility.Visibility : 3

Light : Night

Ceiling.Single Value : 2500

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Taxi

Make Model Name : Small Transport

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Training

Flight Phase : Landing

Route In Use : Vectors

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Taxi

Function.Flight Crew : Flight Engineer / Second Officer

Function.Flight Crew : Captain

Function.Flight Crew : Check Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 17200

Experience.Flight Crew.Last 90 Days : 55

Experience.Flight Crew.Type : 1111

ASRS Report Number.Accession Number : 1780537

Human Factors : Workload

Human Factors : Time Pressure

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Crew  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

Flight originated in ZZZ as a Part 135 scheduled flight to ZZZ1. There were no passengers on board. ZZZ Center advised us that ZZZ4 Center would be going to an "ATC Zero" condition for 1 hour 30 minutes at 15 minutes prior to our scheduled arrival due to a COVID situation in the Center facility. I made the decision to divert to ZZZ3 and accomplished training enroute and landing late afternoon. Weather in ZZZ3 was IFR with a report that fog was believed to be moving into the ZZZ3 area. We refueled and departed for ZZZ1. Training was again accomplished enroute...landing was at night with 2,500 broken, 3,100 overcast and 3 mile in R and BR. This was the end of a long day that started early morning for a departure to ZZZ5 from ZZZ1...scheduled time was 1 hour 50 minutes with a 20 minute turn. Due to waiting for a dead heading crew member we left ZZZ5 one hour late, arriving ZZZ1 at noon. I picked up another FO and departed for ZZZ for a planned 1 hour 40 minute flight. Landing at ZZZ, we then departed for a planned 1 hour 40 minute flight to ZZZ1. As noted previously, we were forced to divert to ZZZ3, due to ATC Zero. I exceeded 8 hours but, felt that, per our FOM and the FARs, I was legal to start and finish because the divert to ZZZ3 was not planned and the scheduled times were within legal limits. Note that I had over 14 hours rest before the flying the following day and was off duty after the days flying was complete and no other flying scheduled for several days. The issue that bothers me is that I was accomplishing training at night and in solid IMC conditions...never again. There was some unspoken pressure to get the training accomplished due to approaching holiday and a lack of aircraft to accomplish the training during daylight hours. I also should not have pressed the flying...the start of the problem was the unplanned ZZZ5 turn due to the scheduled Captain timing out and for whom I was asked to cover. As soon as we knew we would have to divert to ZZZ3, I should have terminated any further training and proceeded to ZZZ1 as soon as ZZZ4 Center re-opened. Several "takeaways"...I will not allow this to happen to me again, even though I believed (and believe) I was legal...fatigue was not an issue. Training should only be accomplished in solid VMC conditions and preferably in daylight.

## Synopsis

Air taxi Captain reported a training flight session extended well beyond the original time planned due to a divert caused by an ATC Zero at an enroute Center.

ACN: 1780531

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : SNA.Airport

State Reference : CA

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : SCT

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Parked

Airspace.Class C : Y

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 925

Experience.Flight Crew.Last 90 Days : 40

Experience.Flight Crew.Type : 350

ASRS Report Number.Accession Number : 1780531

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Other / Unknown

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

I may not have closed my IFR flight plan until an hour after landing. I flew in yesterday and the Tower had closed during my flight (I think for COVID). It's a very busy airport with lots of private and commercial jets. After being cleared for the approach by SCT TRACON, airport was far busier than normal and non-controlled. I simply do not remember if I cancelled in the air or not. Regardless, I tried to cancel about 20 minutes after landing when I doubted if I canceled in the air. It took me over 45 minutes to get a human on the phone. I called Weather-brief repeatedly and 1) the new menu isn't friendly without an account. 2) I was on hold forever all times. I also periodically called SCT TRACON and the SNA extension was busy. I finally tried BUR, got a Controller and he walked down the hall and canceled for me. What should I do? Always think about canceling. I was complacent, I never cancel there. I also should set up a WX-brief account. I also realize you can call other ATC numbers than the airport you landed at.

## Synopsis

GA pilot reported the SNA airport Tower was closed possibly due to COVID-19 resulting in difficulty closing the IFR flight plan.

ACN: 1780476

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Relative Position.Angle.Radial : 134

Relative Position.Distance.Nautical Miles : 3

Altitude.MSL.Single Value : 3000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Turbulence

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 6000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Climb

Route In Use : Direct

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Commercial

Experience.Flight Crew.Total : 2574

Experience.Flight Crew.Last 90 Days : 24.1

Experience.Flight Crew.Type : 1675

ASRS Report Number.Accession Number : 1780476

Human Factors : Training / Qualification

Human Factors : Distraction

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was using a safety pilot and view limiting device to log instrument approaches to regain IFR currency. I was on climbout/missed approach from a low approach to a practice ILS X at ZZZ. I was told to by the Tower to "proceed on course" after having previously told the Approach Controller I was headed next to ZZZ1 for the next approach. I was switched to ZZZ Approach at about 1,800 feet MSL on climbout and reported 1,900 feet for 3,000 feet direct ZZZ1. I was told "Radar contact" and nothing else specifically. On climbout I was trying to set up my Garmin 430W for the next approach, and get a new program on the iPad (Foreflight vs. Garmim pilot I had previously used) to post the selected approach for ZZZ1 on the map. I had trouble with my glasses fogging up due to wearing a COVID mask in the plane and was experiencing updrafts/turbulence. The time to 3,000 feet was shorter than expected and due to the above distractions, I did not notice I was passing through 3,000 feet until I hit 3,250 feet at which point I reduced power and pushed the nose down. I was back to 3,000 feet within 15 seconds. I heard nothing from ATC regarding this, probably due to being VFR and no altitude restriction issued by ATC. I was able to verify all audio and events/altitudes due to a GoPro running to capture the flight. While I was VFR and there was no traffic nearby, if this was IFR, I would have had the same challenges and it would most likely been an altitude bust. There needs to be the same discipline applied to "practice" instrument work as there is during the real thing in IMC, or the bad habits and distractions you allow during practice will seep into operations in general. I should have left the gizmo programming for level flight and popped the glasses off if the mask induced fogging was a distraction. I should have made the instrument scan primary rather than assuming I had more time than I actually had to program while getting to 3,000 feet.

## Synopsis

GA pilot with a safety pilot reported an altitude deviation during climbout. The pilot cited distraction from goggles fogging up and turbulence was a contributing factor.

ACN: 1780417

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1780417

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger X in [seat] XX1 brought his own alcohol. When I came by his row for drinks his mask was down, he was sleeping and he had an open can of mixed drink-whiskey and coke. I woke him up-asked him to mask up and asked him if he knew he couldn't bring his

own alcohol on board. Mr. X nodded and I apologized but had to confiscate his drink. 3 times he was reminded of his mask and he grudgingly put it back up over his nose each time he was reminded. Upon landing he had his mask completely off and told the D FA that I ruined his trip. Alcohol brought on board and tried to be consumed. Mr. X may need a reminder for his trip back that he needs to comply.

## Synopsis

Flight Attendant reported that a passenger brought and consumed their own alcohol during the flight. Flight Attendant reported that the passenger was not compliant with face mask policy.



ACN: 1780415

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1780415

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger Z, [seat] XX1, was ask and reminded several times by C FA and D FA to put his mask on. Passenger would have it down and put it back on when he saw a FA walking by. Passenger was not eating when found with his mask off.

## Synopsis

Flight Attendant reported that a passenger was reminded several times to wear a face mask, but would have the mask down and put it back on only when a flight attendant walked by.

ACN: 1780414

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1780414

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger X, [seat] X1, told D FA that he was continuing to order drinks so that he would not have to keep his mask on. Reminded passenger more than once to keep mask on when not actively eating or drinking. Passenger should be banned from flying on [airline] for the remainder of mask policy because he purposely and knowing disregarded the mask policy.

## Synopsis

Flight Attendant reported that a passenger kept ordering drinks in order to not have to wear a face mask while actively drinking.

ACN: 1780412

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1780412

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger X was reminded to keep mask on several times. Mr. X continued to pull his mask down and have conversations with other passengers around him right after takeoff after being asked to keep his mask over his nose and mouth. Passenger Y rang call light to inform us Passenger X was not wearing mask. Passenger X was traveling with Passenger Z. Both passengers were served several rounds of wine and asked for more and was told that were out of wine. During pilot break the D FA was blocking and signaled for more line. D FA did not move and told her to wait a second. Passenger X rang call light while D FA

was blocking. B FA responded to call light and informed them they were cut off because they would not comply with face mask policy. Passenger Z also came to front galley and asked for more wine after being told we were out. During the pilot break C FA also came up and spoke with Mr. X about mask policy. Passenger X became argumentative and used profanity with C FA. Passenger X was given several warnings and was also issued a [warning] by C FA. Passengers X and Z should be banned from flying on [airline] from this point forward until the mask policy is over. Other passengers should not have to feel unsafe and crew member should not have to jeopardize their health by having to confront these passengers with their mask off.

## Synopsis

Flight Attendant reported that two passengers were non-compliant with face mask policy, despite multiple requests from other flight attendants. Flight Attendant reported one of those passengers became argumentative and used profanity.

ACN: 1780393

## Time / Day

Date : 202012

## Place

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

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Component

Aircraft Component : First Aid Equipment, including Medical Kit & Defibrillator  
Aircraft Reference : X  
Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1780393

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Incorrect / Not Installed / Unavailable Part  
Primary Problem : Incorrect / Not Installed / Unavailable Part

## Narrative: 1

Kit was sealed [correctly] but did not have all contents inside. Gloves were only in the pouch with the protective gown and the pocket mask. Only one pocket mask was inside when there should be 2. No gloves inside the kit with the red biohazard bag either. Several

other items were missing. The time it took to retrieve the bag from the front of the aircraft to the back of [the aircraft] and to open the kit and rummage through it to find gloves was too long. Also, the [other kit] had an oximeter with dead batteries. Universal precautions are important. Gloves need to be easily found in a medical emergency as they are to be used in virtually all contact we have with a patient. Not every situation requires a pocket mask or biohazard bag. A suggestion would be to place a supplemental bag at each FA jumpseat containing gloves and a face mask. This suggestion has been made before but sadly ignored. The batteries in the oximeter in the [the other kit] need to be changed regularly. Hope someone reads this report and considers my input to avoid problems with future medical events.

## Synopsis

Flight Attendant reported that although the medical kit was sealed, it did not have all required contents.

ACN: 1780389

## Time / Day

Date : 202012

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1780389

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Minimum Crew Requirements were not followed during a crew change while through the Passengers were onboard. We had two through Passengers onboard that were continuing on to ZZZ1. I had a great conversation with them while I was tidying the aircraft. Our D Flight Attendant was the first Inbound Crew Member to leave the plane. There was a female Outbound Crew Member that came on to help clean, as well as a COVID-19 Cleaner from the Ramp. A second Outbound Crew Member came onboard as well, he stood in the forward entry area. I heard the Inbound A Flight Attendant ask him if all of the Outbound Crew Members were at the gate, I guess he said yes because she collected her things walked off the plane. The COVID-19 Cleaner and the Outbound Crew Member that helped us clean walked off the plane as well. I also noticed that there was an Above the Wing Supervisor standing in the jet-bridge. I think he was there because we arrived late and it was an aircraft booked FULL out of ZZZ to ZZZ1. The two through passengers had moved from the back of the aircraft to the front of the aircraft and sat in row two. They were seated below the overhead bin where my crew luggage was stowed, and they were asking me if they could use the lavatory. I brought my things down and thanked the male Outbound Crew Member for stepping onto the plane. I think that all of my other Crew Members had already walked off the plane, and that I was the last Inbound Crew Member to step off the plane. This is the part where the COVID-19 Brain Fog comes in. I'm not sure if the B Flight Attendant or myself was the last Inbound Crew Member to leave the plane. I do know that there was only one Outbound Crew Member onboard an aircraft with through passengers onboard. There was a lot going on during the crew change and I didn't think about having two Outbound Crew Members onboard before leaving the aircraft. Three months ago I had an on the job COVID-19 infection, and I was off work for three months recovering. I still have a couple of the COVID-19 "Long-haul" symptoms such as Brain Fog and some occasional fatigue. I should have made sure that two Outbound Crew Members were onboard before I stepped off the plane.

## Synopsis

Air Carrier Flight Attendant reported a possible FAR violation due to an insufficient number of FAs on board while passengers were aboard. The Flight Attendant cited long lasting symptoms from COVID-19 that may have contributed to the event.



ACN: 1780360

## Time / Day

Date : 202101

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1780360

Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was called in by crew tracking to cover a flight to ZZZ1. When I arrived I was told by the FO that the previous Captain had to call in sick "because his fever had gotten so bad he

could no longer safely fly." It's extremely reckless in this current environment (COVID-19) to send more crew into an environment that is known to be contaminated. I would suggest that the affected area be sanitized after the sick crew member leaves that aircraft. I would also make sure crew is notified.

## Synopsis

Air carrier First Officer reported being called in to fly because the previous Captain had called in sick with a fever. Reporter suggested the aircraft cockpit should be sterilized after a sick crew member leaves the aircraft.

ACN: 1780314

## Time / Day

Date : 202101

## Place

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

## Aircraft

Reference : X  
Make Model Name : No Aircraft

## Person

Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Ground Personnel : Ramp  
ASRS Report Number.Accession Number : 1780314

## Events

Anomaly.No Specific Anomaly Occurred : Unwanted Situation  
Detector.Person : Other Person  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Primary Problem : Company Policy

## Narrative: 1

This has been ongoing and nothing has been resolved. X break-room is extremely dirty. Floors have not been swept or mopped. Tables and counters have not been wiped down. If we are to wear mask because of COVID the break-room should remain clean. All the cleaning crew do is take out the trash and that is it and leave everything else filthy.

## Synopsis

Ground employee reported the break-room is not cleaned properly.

ACN: 1780282

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1780282

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1780286

Communication Breakdown.Party1 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Software and Automation  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

After an unplanned diversion to ZZZ, we did not deplane since it was a short wait for our departure to ZZZ1. ZZZ Center closed from XA:00Z-XB:30Z for COVID cleaning. Because we did not deplane no passengers or bags left the aircraft. When completing the manifest we were unsure of how to get the clearance and passenger count without the station uploading via ACARS. I called Dispatch to help with some of the numbers like cargo weight and passenger zones. With Dispatch I could get weight for cargo but not zones, for passengers we were able to get the zones. I told the ground crew that if they could figure out the cargo bag count then we would be good. They tried to look into it but they were unable. So with Dispatch's help we got our manifest and had good numbers. After we left the station uploaded a new passenger count and later discovered the new passenger count from the station was about 300 pounds less than our original manifest. The main cause was the fact that the station couldn't upload an ACARS passenger count because they did not scan passenger tickets, everyone stayed on board. This caused an unusual hurdle where we had to figure out a way to get the numbers. But after we got it from Dispatch the station's last minute help with an ACARS upload caused a mix up with the passenger count and weight discrepancy. I should have printed the manifest before starting the new flight on the FMS. We need a way to maintain the passenger zones and cargo report since we don't have paper reports anymore. The close out report only has the total adults and children but not their zones, and the cargo only has total weight and not which bags go where.

## Narrative: 2

After an unplanned divert to ZZZ we did not offload because it was a short wait for our departure to ZZZ1. The divert was a result of ZZZ Center going ATC Zero causing us to delay our arrival to our original destination. While completing the manifest we contacted the Dispatcher to get the numbers from our previous flight as they had dropped from our FMS. With Dispatch we were able to get the cargo weights and passenger zones. After we left the station uploaded a new passenger count and we discovered the new passenger count from the station was 300 pounds less than our original manifest. The main cause was the fact that the station couldn't upload an ACARS passenger count because they did not scan passenger tickets, and we no longer have paper PINs in the cockpit from the initial count. We should have printed the manifest before starting the new flight on the FMS.

## Synopsis

Air carrier flight crew reported that a passenger count and weight and balance error occurred at the diversion airport because the count could not be uploaded through ACARS. The crew stated the flight had to divert due to an ATC Zero Center closure.

ACN: 1780276

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Descent

Flight Phase : Taxi

Flight Phase : Climb

Route In Use : Direct

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1780276

Human Factors : Fatigue

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway  
Detector.Person : Flight Crew  
When Detected : Aircraft In Service At Gate  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I wanted to take a few minutes to relate to you my personal experiences during the events that transpired. We were at the tail end of a lengthy four day trip, with the usual holiday related challenges; weather, maintenance, crew-placarding, lengthy sit times, de-icing etc. On the third day of the trip, we were waiting in line for departure on [Runway] XXL at ZZZ, when the tower informed us that the operation was shut down for a "deep-cleaning" at ZZZ1 Center. Having personally experienced the same the same scenario last year when both the ZZZ2 Tower and ground were shut down for a COVID spread throughout their Tower, it didn't take long for us to figure out the reason for the closure. Like everyone one else in our situation, we opened up the FOM and began compliance with the notification processes for the passengers, the Flight Attendants, and ZZZ Ops. My First Officer (FO) and I immediately began working the 14 hour duty day issue, (FO A was my second FO during the course of the trip, and he had a less restrictive duty day constraint than I did). After nearly two hours at the hold short line, we began the process of finding a gate, with the intent to avoid the prospective government fines levied for lengthy delays. It was the usual chaos, with ZZZ Ops being overwhelmed by this unforeseen event. As we approach the two hour FOM deadline for locating a gate, we were assigned DXX via ACARS. While taxiing to the gate, we made multiple attempts to get guidance from Ops, Ramp, Dispatch, etc., to see what the intent was for the passengers, my crew, and the aircraft. We were unable to get any specific guidance. Following our arrival at the gate, an Agent opened the main door, and told us that the flight would be cancelled. As directed by the agent, the passengers disembarked with their bags. Since we had seen no changes to our crew schedule, nor had we received any kind of communication from crew tracking, we assumed that the agent was correct regarding the cancellation, and as such, we began reviewing our required duty time obligations. Absent any further guidance, we subsequently put the aircraft "to bed," and once again we attempted to contact crew tracking, (no luck there). Rather than exit into the terminal, we elected to continue to wait on the aircraft. After 20 minutes or so, a new Agent came down the bridge, and asked me if we were ready to board the aircraft. Needless to say, I was a bit astonished. I asked her what the plan was, and she said that we were going to resume the flight to ZZZ3, ASAP. I reminded her that the airspace was still closed, and that we had not received any contact from either dispatch or tracking, regarding an updated release, and that we would need additional fuel, lavatory/water service, and a resupply of the delay rations that the Flight Attendants had used for the passengers during our time spent waiting on the taxiway. I also told her that both of us, along with two of the Flight Attendants had duty-time issues that we have to calculate and resolve before departure. She promptly replied and asked me, "Captain are you refusing to board the aircraft?" I immediately realized that this was the standard pass-the buck/assign the delay language, that some Agents use in an attempt to intimidate Pilots. I took several deep breaths, before I stated to her in no uncertain terms, that we would need to at least begin to address the aforementioned issues, before we would be comfortable boarding the aircraft again. Her reply was,

"Captain, are you refusing to board the aircraft?" I answered that until we get some of these issues resolved, yes. What was clear to myself, my FO and the number one Flight Attendant, is that this was clearly an attempt at pilot-pushing. [In my opinion], this Agent had one concern, and that was to make sure that these passengers would become someone else's problem, (namely ours). Long story short, and after significant efforts by all involved, we reconstituted the flight and determined that without further lengthy ground delays that we would likely arrive in ZZZ3 within our respective 14 hour duty day window. We then performed our usual checklists, flows, refueling, new clearance etc. After push-back, start and taxi instructions were received, I made my first mistake of the flight, and turned in the direct opposite direction of ground's instructions on the taxi clearance. It was at this point that I realized I was a lot more tired than I thought. My FO and I discussed this, and we agreed that though we were both somewhat tired, it was safe to proceed, and that we should just take extra time and precautions going forward. Mistake number two on my part was that when ATC changed our departure STAR, we briefed it at the gate, had it up on our iPads, but I had failed to enter it in the MCDU. After wheels up, ATC gave us direct-to clearance to a fix that wasn't on the legs page. My FO quickly realized that I hadn't entered the new departure STAR, and he rapidly remedied it on the MCDU. I was mad at myself for making this series of unprecedented and inexplicable mistakes. Those mistakes continued as we descended on the type of complex STAR with a series of "at or above" altitude constraints, that confounds the logic on some of the older "Basic" airplanes. Needless to say, we landed safely in ZZZ3 later that evening. After block-in, I determined that I was within my duty legality, by 20 minutes or so. It had been a very long day. We had departed ZZZ4 that morning before the sun had risen, and we had left the gate at ZZZ for the second time, well after the sun had set. In summary, I had made many embarrassing operational mistakes during the course of the last leg, beginning with my pre-flight, push back, all the way through the descent into ZZZ3. The only explanation for my numerous mistakes was fatigue. In short, I will never, ever, again allow the "system" to push to me beyond my own personal safety limits. I will take my First Officers counsel more seriously when it comes to considering just how tired we are. Additional factors include that when you consider the cumulative effects of four and five day trips on us, along with a 14 hour duty period, it can be well beyond the average pilot's limitations to safely operate. And while I don't blame the agent personally, (like everyone else, she was just doing the job in the manner that she was trained), and like everyone else she's just under time pressure. As time has gone by at our company, it has become clear to me, that the safety culture at the top of this airline, is in many respects, mostly honored and kept in place, by those who of us, who are at the pointy end of the spear. In retrospect, the main causal factor was fatigue due to a lengthy delay. Two suggestions. The first is that [in my opinion], we need to take into account the cumulative effect of a lengthy four and five day trip on pilot fatigue. The other issue is Gate Agent conduct and verbiage regarding flight Ops as it regards to boarding the passengers.

## Synopsis

Air Carrier Captain reported several operational errors occurring after a long ground delay long due to an "ATC Zero" event.



ACN: 1780264

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 26000

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Descent

Route In Use : Direct

Route In Use.STAR : ZZZZZ1

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1780264

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1780273

Human Factors : Troubleshooting  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were on the ZZZZ1 arrival into ZZZ and we had a clearance cross the ZZZ1 VOR at Flight Level 260 and then to descent via the ZZZZ1. We were in a managed descent with 4000 feet set for the bottom of the ZZZZ1 arrival. Nearing ZZZ1 I thought that we were high on the profile. I selected open descent intending to level off at FL260 and then continue on profile but I did not select FL260 in the FCU window. The airplane was very light at 113,000 pounds and descended very quickly right through the assigned FL260. I intervened by leveling off and we continued in a managed descent on profile for the remainder of the arrival. My estimation that we were high on the profile was inaccurate due to the fact that the airplane was light and capable of descending very quickly, I had not taken that into consideration. The pilot monitoring was heads down and I did not tell him I was changing the mode of descent from managed to open and explain why I was doing so. Had I done so, he would have caught it. This was my first day back to work after two months of leave. I had prepared to return by studying flows, call, procedures, etc. and had briefed the other pilot hoping to prevent errors from happening. Suggestions - Keep the other guy in the loop. Tell him when making a change especially if he is heads down. Always check the altitude selected when changing modes. Always focus on the next restriction.

## Narrative: 2

We were south of ZZZ1 arrival validation completed, arrival briefing completed clearance to cross ZZZ1 at FL260. We were then cleared to descend via ZZZZ1 Runway XXL. The Captain set 4,000 feet in the FCU. We both verified the altitude selected and the aircraft was in managed descent. I verified the aircraft was on profile and would cross ZZZ1 at FL260. I then updated the MCDU with the new ATIS, did an in range and verified arrival gate and set ramp frequency in the number 2 standby radio. The Captain then said, "I messed that up", or something like that. I didn't realize the Captain had changed modes to open descent and had descended through the FL260 restriction at ZZZ1. He said he felt the aircraft was not descending quickly enough. We crossed ZZZ1 approximately 1,000 feet low. There was no call from ATC. The Captain then went back to managed descent and we continued to ZZZ without and further incident. Cause - Lack of communication from the Captain letting me know he went to open descent. Captain had been on extended

time off the last 7 months. Suggestions - Communication of mode changes in decent to Pilot monitoring. Resetting FCU to next altitude constraint when operating in open decent.

## Synopsis

Air carrier flight crew reported an altitude deviation due to failed crew communication and the Captain's recent extended time off.

ACN: 1780260

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Flight Phase : Descent

Route In Use : Direct

Route In Use.STAR : ZZZZZ2

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1780260

Human Factors : Distraction

Human Factors : Fatigue

Human Factors : Human-Machine Interface

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

While descending via the ZZZZZ2 STAR into ZZZ, we were given a direct, followed by a heading and a descent to 6,000 feet and a request to fly our best forward speed for spacing. In complying with the instructions, I descended below 10,000 feet at 300 knots. At approximately 9,000 feet, I recognized the error, leveled off and slowed to 250 knots. We continued the flight to an uneventful landing. Although I had gotten a full night's sleep the night before, I was feeling somewhat fatigued by the time we began the flight to ZZZ. I had been flying long days from the previous 4 day trip that started with a very early commute on the morning. Compounding this is the fact that my recency of experience is lacking. I had flown very little during the previous 3 months due to a problem with my international qualifications. I believe that if I had not gotten distracted with the revised clearances from ATC this would not have happened. I had been flying in VNAV, but opened the speed window when a higher airspeed was requested by ATC. My improper monitoring of the automation led me to descend below 10,000 feet at a speed above 250 knots. Unfortunately, my First Officer did not catch the error either.

## Synopsis

Air carrier Captain reported exceeding 250 knots below 10,000 feet during descent. Captain cited fatigue and lack of flying as contributing factors.

ACN: 1780218

## Time / Day

Date : 202012

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1780218

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Hand flying on climbout on the SID I exceeded the 12,000 feet restriction at ZZZZZ by a few hundred feet. There was no communication from ATC regarding the exceedance.  
Cause - Concentration on hand flying the aircraft. With as little flying as we are doing recently it would be better to engage the autopilot sooner and monitor.

## Synopsis

First Officer reported a crossing restriction overshoot during departure.

ACN: 1780188

## Time / Day

Date : 202012

## Place

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

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121

## Person

Location Of Person.Aircraft : X  
Location In Aircraft.Other  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 24000  
Experience.Flight Crew.Last 90 Days : 180  
Experience.Flight Crew.Type : 2100  
ASRS Report Number.Accession Number : 1780188  
Human Factors : Workload  
Human Factors : Fatigue

## Events

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Company Policy

## Narrative: 1

I am writing this because I'm concerned about the safety of the ZZZ - ZZZZ - Chengdu Airport - ZZZZ - ZZZ pairing. Starting on date, it was changed from a 4 person crew to a 3 person crew. This is NOT SAFE. I understand why [it] changed is because the duty time went from XX:25 to XX:20 and so only 3 pilots are required. I've flown this trip X times and it's challenging with 4 pilots let alone 3 pilots. The primary purpose of this report is to identify this [pairing] as a safety event. My goal is to provide a corrective measure that will mitigate a safety issue, before it becomes a Incident/Accident THREAT: Personal



Fatigue. This trip is on the back side of the body clock with a late night pick up out of ZZZZ. This trip becomes close to a XX hour duty day because of the 1:10 ride from downtown [city] to the airport and back. The flight from ZZZZ is often 2 hours longer than the flight coming back from Chengdu due to the Jet stream. Often, because of this jet stream, there is moderate turbulence along the route, making sleeping in the bunk difficult. The Captain must be in his seat for the take-off and landings for both legs. With a three pilot crew, it is difficult coming up with a plan for breaks, especially on the shorter Chengdu - ZZZZ segment. The relief Pilot will hardly get a break, besides being upset for not getting a break, they will be very tired. The relief pilot is one of the most important people in the crew, and you want them alert. They often see threats before the flying pilots do, and can bring the threat to their attention. THREAT: Environmental. Often there is low visibility in Chengdu and ZZZZ this time of year, increasing the work load. There is a X:10 break in Chengdu which is a very busy time for the pilots. We have to flight plan, pre-flight (with full suit) deal with the Chengdu police and customs. With the boarding of cargo (very noisy and moves the plane around a lot with loading of cargo containers) it is impossible to get any rest while on the ground. THREAT: Technical. Chinese airlines are almost back to normal, leaving Chengdu is a very busy time for ATC. I have flown with new pilots that haven't flown China and between operating in meters and the difficulty with the Chinese ATC language it is impossible, and irresponsible leaving the flight deck out of FL180 to go on break. Because of this, it isn't until reaching cruise altitude until the Captain can start his break. Meters can be challenging and causes a lot of missed ATC calls, or repeats. The 4th pilot is a huge benefit for listening to ATC and providing back up! I've flown this trip X times now, having 2 Captains and 2 FO's was by far the safest. It gave everyone a break and each Captain had a leg which helped mitigate stress, and fatigue. With one Captain and 3 FO's it is not nearly as safe as 2 Captains, but it is bearable because you get more of a break. With one Captain and 2 FO's it is impossible to get a break, of good rest. Another thing the company needs to think about, this is China during COVID times. The company realizes the difficulty of a layover in China for the crews. The duty time with 3 crews is reduced to XX hours. There can only be a X:10 delay in Chengdu before an extension takes place. After doing this trip X times I know for a fact that the likelihood of me extending is nil, due to fatigue. The mitigation is simple. Make it a 4 person crew.

## Synopsis

Air carrier Captain reported that the flight crew count on a trip pairing had been reduced and cited multiple issues associated with the reduction.

ACN: 1780135

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 23000

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1780135

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Distraction

## Person : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1780146

Human Factors : Distraction

Human Factors : Training / Qualification

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passing FL230 in VNAV Climb FMC airspeed was set at 310 KIAS. As airspeed approached Vmo, power was reduced but the airspeed briefly passed Vmo by about 5 knots and for 3-5 seconds. Pilot flying was new to airplane and neither of us are flying much. Pay closer attention to FMC inputs; fly more!

## Narrative: 2

Entered climb speed in FMS of 310. Previous Econ climb was 257/.81. I failed to enter .81 after 310/. As the aircraft climbed speed approached MMO at FL 230. Adjusted speed in FMS but the aircraft was empty and continued to accelerate. I manually reduced the throttles, but not enough we exceeded about 5 knots before we slowed down. New to the aircraft. I had not flown since OE ended. Fly more. But we all know the environment.

## Synopsis

Air carrier flight crew reported an over speed during departure and cited lack of flying as a contributing factor.

ACN: 1780134

## Time / Day

Date : 202012

## Place

Locale Reference.Airport : SNA.Airport  
State Reference : CA

## Aircraft : 1

Reference : X  
ATC / Advisory.CTAF : SNA  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Initial Approach  
Airspace.Class C : SNA  
Airspace.Class G : SNA

## Aircraft : 2

Reference : Y  
Make Model Name : Small Aircraft  
Airspace.Class C : SNA  
Airspace.Class G : SNA

## Person

Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : First Officer  
ASRS Report Number.Accession Number : 1780134

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.No Specific Anomaly Occurred : Unwanted Situation  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

We had no operational issues whatsoever. This debrief is simply an observation. The SNA Tower closed for COVID exposure and SNA has become an uncontrolled field. The flight experience of the GA traffic that saturates that airspace is typically very beginner level and a Control Tower is essential. Uncontrolled field operations were nothing short of chaotic at that airport, and I really do see a potential for an accident to occur. Simply put, the pilots that are operating at that airport don't have the experience they need to merge with airline operations. The radio was saturated, there was confusion of who's going to take the runway next, a twin engine airplane decided to do a 360 to provide spacing while a commercial aircraft was 4 miles behind them on final. A small aircraft almost took the runway with an aircraft on short final. I saw another small aircraft make left traffic for [Runway] 20R when the traffic pattern is only right. In my professional opinion, I suggest that SNA be only an IFR only operation only during non-towered operations. The amount of threats at that field are countless. Every pilot has to start somewhere and I'm sensitive to that, but a new small aircraft pilot practicing landings, turning an early base while an air carrier is on final (hypothetical example, that didn't happen), has no business in such a busy environment without a Tower Controller there to mitigate risk. Again, there was no event. This is an observation. Lack of traffic management is the factor in a potential disaster. If there is to be no tower at SNA, it needs to be commercial or IFR only operations.

## Synopsis

Air carrier First Officer reported flying into an airport with the Tower closed due to COVID-19 and described the associated issues flying in the same environment with inexperienced general aviation pilots.

ACN: 1780105

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Environment

Flight Conditions : IMC

Weather Elements / Visibility : Thunderstorm

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 9

ASRS Report Number.Accession Number : 1780105

## Events

Anomaly.ATC Issue : All Types

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

When Detected.Other

Result.Flight Crew : Diverted

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

We blocked in late after completing our flight from ZZZ to ZZZ1 after a diversion to ZZZ from ZZZ2, due to ZZZ ATC [Center] closures during our original flight. With an early report and the late block in, we fear we may have exceeded Flight/Duty time. On our flight from ZZZ2 near ZZZ VOR, we were informed that ZZZ Center was closed and would remain closed for several hours. We coordinated with Dispatch and decided our first alternate choice of ZZZ4, while closer would be unsuitable since we would have no access to customs should we need to deplane. ZZZ was agreed to be the best alternative. We landed and parked with no further incident. Once on the ground, we were advised that ATC would open at XA:00Z and we had a new flight plan for XAZ and an EDT of XA:40Z. We spent the following XX:23 [hours] in constant communication with Dispatch, ZZZ Clearance and Ground, scheduling, and operations. During this time, we were told that if we could get fuel, it was coordinated that we would be priority one for departure and our communications reflected that. The fuel truck took longer than expected due to lightning, arriving at approximately XA:45Z. At that time, we received a warning message for our [departure time]. I contacted dispatch and together with ATC, coordinated a new release which would allow for a [departure time] of XB:34Z. We were informed that we also had only 25 mins to get airborne from block out due to flight time regulations, but if we could do that we would be legal. We were cleared via the filed route and given clearance to depart. With efficient and professional teamwork from all involved, we were able to close, push, taxi, and takeoff in 19 minutes. Just prior to takeoff, we were given a quote "short reroute" by ATC, which we believed would still allow for compliance with the FARs. We made changes and were off at XB:31Z, 3 minutes prior to [departure time]. We confirmed the route with dispatch immediately once time permitted (at approximately 10,000ft) via ACARS. We worked with ZZZ1 Center ATC and were able to receive two shortcuts, which further shaved off time from our arrival, which was still in time from the new numbers we received from dispatch. The flight was very busy due to the high volume of ATC communications, turbulence, avoiding thunderstorms, performing duties, and trying to maintain situational awareness. We also worked to double check our times, to ensure compliance. Once we switched to ZZZ Center, we received multiple delay vectors and made to reduce speed. Once with approach, we were slowed to 190 on the arrival and 170 prior to intercepting final at ZZZZ for the ILS [Runway] XXR, a 20 mile final. On the ground we received a very short taxi of approximately 3 minutes to parked short of our gate. We then waited over 10 minutes for a ramp crew to show up. Official block in was at XD:01Z. Without the delay on the ramp and the excessive vectors and speed reductions, our computer had us in prior to XB:40Z, even with the routing by ZZZ Center. We completed our duties during and after the flight with no further incident. Honestly, I cannot say enough about the teamwork and professionalism of each of the crew members, dispatch, scheduling, and operations personnel involved with this flight. Each member was thorough and efficient in their duties and each was critical to the safety and completion of the flight. My feeling is that, if possible, last minute reroutes should be avoided if possible and ramp personnel ready to welcome aircraft upon arrival.

## Synopsis

Air carrier Captain reported that duty time may have been exceeded due to the flight having to divert when an ATC Center closed.

ACN: 1780098

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 5102.00

Experience.Flight Crew.Last 90 Days : 141.83

Experience.Flight Crew.Type : 5102.00

ASRS Report Number.Accession Number : 1780098

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : Police / Security Involved

## Assessments



Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

During boarding [I] was notified by Lead Flight Attendant and Customer Service Agent that passengers in row X123 traveling together were loud, intoxicated, disruptive, not adhering to mask policy and one was vaping in his seat. Customer service agent was in the process of removing them when one of them decided to make a display of his anger in the forward part of the aircraft near first class. I was making a cup of coffee and he directed his anger and profanity towards me. I tried to get him to step into the jetway where the other two companions were and hoped he would follow. He mentioned something about getting his jacket and passport but the companions already had them. All three people continued their verbal tirade and protest while the agent called for law enforcement. Subsequent check of their row found two cans of open alcohol containers which they brought on board.

Remaining customers seated nearby told the flight attendants they were drinking and loud in the boarding area. Another nearby passenger had been "egging" them on and also difficult with the agent at check in but he immediately complied with flight attendant instructions, apologized, and said he would not cause any trouble. I discussed this with the customer service agent and told him it was his call whether this passenger be removed as well. Based on his cooperation and lack of evidence of intoxication, he traveled uneventfully on the flight.

## Synopsis

Air carrier Captain reported that several intoxicated passengers were being disruptive and not complying with face mask policy. The Captain stated that while one passenger was being removed from the aircraft, he became angry at the Captain and used profanity.

ACN: 1780096

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 5217

Experience.Flight Crew.Last 90 Days : 5

Experience.Flight Crew.Type : 5217

ASRS Report Number.Accession Number : 1780096

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

Result.General : Police / Security Involved

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Flight attendants reported 2 possible inebriated passengers acting belligerent not wearing masks and disturbing surrounding passengers. Flight attendants requested personnel meet the aircraft upon arrival in ZZZ.

## Synopsis

Air carrier Captain reported that two passengers who were possibly inebriated were acting belligerently and not complying with face mask policy.

ACN: 1780084

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : IMC

Weather Elements / Visibility.Visibility : 8

Ceiling.Single Value : 1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 210

Experience.Flight Crew.Type : 8400

ASRS Report Number.Accession Number : 1780084

Human Factors : Distraction

Human Factors : Time Pressure

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

We were two hours late due to ATC closure (ZZZ Center). After discussing with Dispatch that we would be very close to Crew day, we launched from ZZZ to ZZZ1. Landed approximately two hours late and took off from ZZZ1 in time to land back at ZZZ within Crew day; however, upon landing (with 20 minutes to spare) there were approximately 10 aircraft waiting for a gate. I sent Dispatch an ACARS telling them that we were going to exceed our 13-hour Crew day. I was told by ZZZ Ops and Dispatch that gates were being issued "first-come, first-serve." We waited approximately 45 minutes before making it to a gate. Total day was approximately 30 minutes over allowed hours.

## Synopsis

Air carrier First Officer reported being two hours late due to ATC COVID Center Closure and going over daily allowed work hours.

ACN: 1780073

## Time / Day

Date : 202101

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Airspace.Class C : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Phase : Final Approach

Airspace.Class C : ZZZ

## Person

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 3

ASRS Report Number.Accession Number : 1780073

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Time Pressure

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Provided Assistance  
Result.Air Traffic Control : Issued Advisory / Alert  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

First day back after being off for two weeks for COVID-19 quarantine, we don't even have half of our normal staffing which is already low due to COVID. Total number of CPC's for the day is only 6 when normally it would be at least XX. I get put on the LC1 position with no assist or LC2, I was told that there was a CFR [Call For Release] in effect for ZZZ. It ended being super busy and it seemed like there was no flow put in place, we were pretty much operating business as usual. I did not receive much spacing on final and I even had to send an aircraft around because of an overtake and lack of runway separation. Approach also sent in an uncoordinated early turn IFR jet from the north east, I had to adjust his flight path to de conflict him from the [aircraft in the] traffic pattern and from a departure I had rolling on [Runway] XXR. This created another conflict with another arrival they had doing 180 kts that they never slowed down. It was pretty overwhelming to work that volume/complexity of traffic after two weeks off and not being able to ease back into the work flow, especially when we have limited staffing/positions open and with TRACON not following the LOA's and traffic flow directives. We are going to be operating in this limited capacity working 6 days a week 10 hours a day for the next week. There needs to be better communication and an understanding of the unfortunate circumstances that we will be working under for the next week. It is completely unsafe to operate business as usual and I'm hoping there will be better coordination going forward.

## Synopsis

Tower Controller reported an airborne conflict resulting in an aircraft having to execute a go-around. Controller cited staffing and traffic volume as a contributing factors.

ACN: 1780062

## Time / Day

Date : 202101

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 26000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 6

ASRS Report Number.Accession Number : 1780062

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Environment - Non Weather Related



Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

### Narrative: 1

The rides were bad and Aircraft X asked to descend. My D-side called and requested control, but neglected to point the aircraft out to the underlying sector. I forgot about the shelf as well so I never double checked my D-side's work and I descended the aircraft. There is really no recommendations. The issues are a lack of competency on everyone's part. The D-side barely works as is, and I myself do not get enough quality time anymore because of the lack of traffic. Combined with a constant changing of sector configurations led to this issue.

### Synopsis

Center Controller reported descending an aircraft into another Controller's airspace, thinking the D-Side had pointed the aircraft out.

ACN: 1780055

## Time / Day

Date : 202012

## Environment

Light : Night

Ceiling : CLR

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Parked

Airspace.Class A : ZZZ

Cabin Lighting : Low

Number Of Seats.Number : 166

Passengers On Board.Number : 127

Crew Size Flight Attendant.Number Of Crew : 4

## Person

Location Of Person.Aircraft : X

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

Experience.Flight Attendant.Total : 35

Experience.Flight Attendant.Airline Total : 35

Experience.Flight Attendant.Number Of Acft Qualified On : 6

Experience.Flight Attendant.Type : 90

ASRS Report Number.Accession Number : 1780055

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### Narrative: 1

Passengers X and Y interfering with crew members duties FAR 121.580, refusing to wear a mask and consuming alcohol they brought with them on board the aircraft FAR 121.575. Causing disruption in the cabin.

### Synopsis

Flight Attendant reported two passengers refused to wear masks, brought their own alcohol on board the flight and interfered with flight attendant duties.

ACN: 1780049

## Time / Day

Date : 202012

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 320

Relative Position.Distance.Nautical Miles : 10

Altitude.MSL.Single Value : 3000

## Environment

Flight Conditions : Marginal

Weather Elements / Visibility.Visibility : 10

Light : Night

Ceiling.Single Value : 1300

## Aircraft

Reference : X

Aircraft Operator : Air Taxi

Make Model Name : Light Transport

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Route In Use.Other

Airspace.Class E : ZZZ

Airspace.Class G : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Taxi

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 6700

Experience.Flight Crew.Last 90 Days : 5

Experience.Flight Crew.Type : 2500

ASRS Report Number.Accession Number : 1780049

Human Factors : Other / Unknown

Human Factors : Fatigue

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

This was a second flight of the night shift, and was unusually busy, because the hospital we are associated with is understaffed because of COVID. We got the call to go to ZZZ, and the weather was marginal, but good enough to get in. We accepted the trip, and flew the RNAV approach to Runway XX. Later, I looked at the approach chart, and it said that the approach was not authorized at night. I think that being busy after a long period of hardly flying contributed to the error, and also that it was XA:00 in the morning. Also, due to COVID-induced rules, we had to wear masks flying, and it fogs up my glasses, making it harder to see. I need to make sure that I check all the notes on an approach before accepting a trip.

## Synopsis

Air Taxi Captain reported flying an RNAV Approach which was not authorized at night.

ACN: 1780043

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Operating Under FAR Part : Part 91

Flight Plan : None

## Person

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Other

Experience.Flight Crew.Total : 500

Experience.Flight Crew.Last 90 Days : 30

Experience.Flight Crew.Type : 425

ASRS Report Number.Accession Number : 1780043

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I had heard that the FAA had suspended/extended GA compliance regulation deadlines due to COVID-19. I have operated an aircraft outside of my normal deadline date for medical and BFR requirements. In the last two days I have found that this might not be the case. I purchased an additional aircraft and I don't know if the deadline for registering the plane has also been extended or not. I shouldn't be making assumptions or go by information that I am hearing from the airport/other pilots or online. No additional flights will be made until I verify that I am in compliance with the proper FAA office.

## Synopsis

Pilot reported not being sure of General Aviation Compliance regulation deadlines.

ACN: 1780029

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 328

Relative Position.Distance.Nautical Miles : 10

Altitude.MSL.Single Value : 3200

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Haze / Smoke

Weather Elements / Visibility.Visibility : 9

Light : Daylight

Ceiling.Single Value : 6000

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Cruise

Route In Use : None

Airspace.Class B : ZZZ

## Component

Aircraft Component : Tablet

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 690

Experience.Flight Crew.Last 90 Days : 3.1

Experience.Flight Crew.Type : 300

ASRS Report Number.Accession Number : 1780029

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Airspace Violation : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Exited Penetrated Airspace

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Software and Automation  
Primary Problem : Software and Automation

## Narrative: 1

VFR flight from ZZZ1 towards ZZZ2 and return with no specific route. Tablet GPS lost connection with autopilot and I lost situational awareness trying to get the GPS reconnected (using AVARE app). When I finally abandoned the effort and looked at the GPS I realized I was in ZZZ Class B airspace at approximately 3,200 MSL instead of below the 3,000 MSL floor as I usually am. Corrected altitude immediately and left the Class B, went home and landed. I should have had the GPS completely set up before departure and should also have stayed at my usual altitude of 2,500 MSL for local flights. I really don't have an excuse for losing situational awareness. Problem was exacerbated by opening a 2nd app (Naviator) at which point I didn't know which app might have been trying to control the autopilot. I will certainly not make that mistake again! Had not flown at all from 5 months so I am admittedly not as proficient as I would like to be. Will be correcting that situation shortly also!

## Synopsis

GA pilot reported losing GPS connection on tablet resulting in a Class B airspace incursion.



ACN: 1780003

## Time / Day

Date : 202012

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1780003

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected.Other

Result.General : Physical Injury / Incapacitation

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

A Flight Attendant in my recurrent class notified the company on [date] that they tested positive for COVID-19. Company notified me [10 days later]. That is 10 days after Company was notified which I find to be completely unacceptable. I had a trip and could have exposed hundreds of passengers plus my crew. I should also add that I exposed my family and I am a caregiver for my XX year old father and YY year old mother. I find this

to be an egregious safety concern in delay of notification since I shared a classroom and training aids to include donning the PBE and POB (Portable Oxygen Bottle) with someone who has since been confirmed positive.

## Synopsis

Flight Attendant reported being notified by company 10 days after another Flight Attendant tested positive for COVID-19.

ACN: 1779972

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1779972

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Air Traffic Control : Provided Assistance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

While on a visual approach to [Runway] XXR, I was the PF. I hadn't flown in a month and a half or so, and the weather was conducive to trying to practice skills, so I turned off the AP/AT/FD. While over the ZZZ1 area, we received an RA directing me to level off. After complying with the RA, I began to descend to catch up to the approach, but at the altitude I was at, and the descent rate required to get back on the approach, I would not have been able to do so within stabilized approach criteria, so I conducted a go-around. The go-around was not smooth, and left room for improvement, but all call outs were made, and the checklists were accomplished. After passing through about 1,300 feet or so, we were assigned an altitude of 2,000 feet. The FO selected 2,000 feet and made the comment that we were about 700 feet away. We were climbing at a high rate as we were in TOGA (Still no AP/AT), and I was trying to get the plane slowed down, and arresting the climb rate, the FD began to turn to follow the missed approach for the ILS, as we had loaded it as the backup. We had yet received instruction as to what direction to turn, since we were assigned the visual approach. Between the FD turning and leveling off, it was at this point that I was focused on wanting the aircraft to continue straight on runway heading, and I flew through the 2,000 feet restriction, to my recollection by about 300 feet. The PM attempted to get some sort of instruction from ATC as to what they would like us to do, but struggled to get a word in on the radio. Finally they called and assigned us a vector. They also said since we went past 2,000, to level off at 2,500 feet. At this point, we had a moment, and was able to match up the information on the PFD with what I was wanting, and was able to add back in the AP/AT. This event felt like a culmination of a few problems. The root cause is that I, as the Captain, wasn't as prepared as I should have been. Having flown so little the last few months after upgrade sign off in month, I have been limited to just XX hours of total flying since month, my skill upkeep has been mainly book studying. While this is important, it does not replace being behind the controls of an aircraft.

## Synopsis

Air carrier Captain reported an unstabilized approach leading to a go-around, which then resulted in an altitude deviation. The Captain cited lack of flying as a contributing factor.

ACN: 1779910

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.MSL.Single Value : 3000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Route In Use.STAR : ZZZZZ

Airspace.Class B : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1779910

Human Factors : Situational Awareness

Human Factors : Fatigue

Human Factors : Distraction

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1780137

Human Factors : Fatigue

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Automation : Aircraft Terrain Warning  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Overrode Automation  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Cleared for visual approach to Runway XXL on modified downwind, at 3,000 feet. Maneuvered aircraft to arrive at ZZZZZ at 3,000 to intercept LOC/ Glideslope simultaneously. Thought I was going to be above glideslope at ZZZZZ, asked FO to set 2,000 feet acquired Localizer inside of ZZZZZ, still at flaps 3. Drove into glideslope, selected flaps full. Radio altimeter briefly showed 800 feet due to terrain variation. Broke SOP of being fully configured by 1,000 feet. I accepted a night visual approach after a 12 hour, three leg duty day. Fatigue was a contributor. Hurried visual, should have intercepted final at IAF vs. FAF. My currency was spotty due to reduced flying on reserve. Never accept short visual approaches at end of long duty day.

## Narrative: 2

I was acting as PM. Approaching ZZZ at night from the SW with a high overcast layer above. ATC had us on a downwind leg for [Runway] XXL at 4,000. The autopilot and auto thrust were engaged. Approximately abeam the end of the runway, ATC asked us if we had the field in sight. The CA/PF says he does, so I reported the field in sight. ATC then cleared us for the visual XXL. The PF then set 3,000 in the FCU and I confirmed and referenced the plate showing the FAF ZZZZZ at 3000. I believe the PF went open descent to 3,000 from 4,000. The PF then began his base leg turn. The intercept angle initially looked like it was going to join the final just outside of the FAF. As we approached 3,000 the PF continued the turn in. He asked me to set 2,000 into the FCU and set 1,000 v/s down. I complied as it appeared to me that the PF was trying to intercept the course and I assumed he was going to join inside of ZZZZZ/FAF. He readjusted his intercept to join the final at ZZZZZ or just outside it. By that time I began to realize we were getting low on the profile. I still had visual contact with the runway. At approximately that time, the airplane leveled at 2000 just inside of ZZZZZ and ZZZ tower advised us of a low altitude alert and to check our altitude with the current altimeter setting. I replied with our call sign. We continued at 2,000 until intercepting the glideslope and landed safely. We were approaching the end of a long duty day and it was a non eventful and quiet flight, so fatigue was a possible factor. I am also familiar with operating into ZZZ, so I was a bit complacent, as well as being in VFR conditions and being able to see the runway. Having both pilots confirm and verify any further altitude changes in the FCU after the setting of the lowest charted altitudes for the approach used.

## Synopsis

Air carrier flight crew reported an unstablized approach and cited fatigue, time pressure and reduced flying as contributing factors.

ACN: 1779822

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class A : ZZZ

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 14.7

ASRS Report Number.Accession Number : 1779822

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

ZZZ1 Center had a positive COVID test from an individual in their building. The decision was made to go ATC-0 in the middle of the afternoon to perform a Level 3 cleaning. I would completely understand the need to do the cleaning immediately, even if it was a high traffic time, if the individual had started not feeling well during that shift, or during

the any shift in the previous 24 hours. This was not the situation here. The positive test came from an individual that had not been in the building in X days! Every Controller that had worked in the previous X days already had worked in a potentially contaminated area. There was zero benefit to go down at that time. The decision makers did nothing that was reasonable and responsible in this situation. Reasonable and responsible would have been to wait for a slower traffic period to get the clean accomplished. I had Aircraft X that had been in the air for 15+20 hours. I was forced to route him over an hour [out] of his way which put him in a minimum fuel situation. We had MedEvac flights, on critical missions that were not allowed to pick up their patients. I would hate to know how many passengers missed their connecting flights. We put our controllers, pilots, and flying public in an unnecessary unsafe situation. When an individual has not been in the building in the past 24 hours DO NOT CLEAN during a high traffic period.

## Synopsis

Center Controller reported an adjacent Center going to ATC Zero due to COVID-19 cleaning and having aircraft that were not allowed on filed routes.



ACN: 1779649

## Time / Day

Date : 202012

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Location In Aircraft.Other

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1779649

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Gate Agent / CSR

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Upon coming to work to I witnessed about 30 people all crowded together on the kiosk machines. Social distancing was completely impossible. ZZZ does not close every other machine, there are 2 rows of kiosks closed for the convenience of bag drop. There were no stations set up to crowd control.

## Synopsis

Customer Service Representative reported crowding and social distancing issues near company provided kiosks in the terminal area.

ACN: 1779645

## Time / Day

Date : 202012

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : No Aircraft  
Operating Under FAR Part : Part 121  
Mission.Other  
Flight Phase.Other

## Person

Location Of Person.Other  
Location In Aircraft.Other  
Reporter Organization : Air Carrier  
Function.Ground Personnel : Airport Personnel  
ASRS Report Number.Accession Number : 1779645  
Human Factors : Communication Breakdown  
Human Factors : Physiological - Other  
Human Factors : Troubleshooting  
Communication Breakdown.Party1 : Ground Personnel  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.No Specific Anomaly Occurred : Unwanted Situation  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

This break-room at this location needs to be swept, mopped, tables wiped down, and disinfected. The location is extremely dirty. The cleaning crews only take out the trash and nothing else. Because of COVID-19, cleaning needs to be done on a regular schedule. Nothing is being done to make improvements and keep this break-room clean.

## Synopsis

Ground employee reported the break-room is not properly being cleaned.

ACN: 1779621

## Time / Day

Date : 202012

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC  
State Reference : US  
Altitude.MSL.Single Value : 26000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Nav In Use : GPS  
Nav In Use : FMS Or FMC  
Flight Phase : Descent  
Flight Phase : Cruise  
Route In Use : Direct  
Route In Use.STAR : ZZZZZX  
Airspace.Class A : Y

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 4569  
Experience.Flight Crew.Last 90 Days : 51  
Experience.Flight Crew.Type : 3100  
ASRS Report Number.Accession Number : 1779621  
Human Factors : Training / Qualification  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Altitude : Undershoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew

When Detected : In-flight  
Result.Flight Crew : Overrode Automation  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While on the ZZZZX Arrival we were at FL350. We were given a descent to FL330 and to cross ZZZZ at FL240. I set FL24000 in the MCP and the Captain set cruise in the FMC to FL330 and we started down. I looked at the ND display and saw FL240 next to ZZZZ and a Top of Descent point and thought we were set up correctly. In reality the FMC was still loaded with FL240, At or Above, which is the altitude loaded with the ZZZZ1 arrival. We noticed the error and made the changes and started the descent, however we were too high at that point to make the crossing at FL240, I think we were about 2,000 feet high. The Controller did not say anything to us and handed us off to the next Controller. You can say there may be some currency issues in that I have only flown about 9 flights since March, and this was 3rd time at the controls in the last 30 days. However I have been on the aircraft for almost X years and I know what it's supposed to do. I just misread the ND display and didn't see the A (At or Above) next to FL240.

## Synopsis

Air Carrier First Officer reported an altitude deviation during descent and cited lack of recent flight experience as a contributing factor.

ACN: 1779552

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : SRQ.Airport

State Reference : FL

Relative Position.Angle.Radial : 320

Relative Position.Distance.Nautical Miles : 6

Altitude.MSL.Single Value : 8500

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : SRQ

ATC / Advisory.TRACON : TPA

Make Model Name : Small Aircraft

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Passenger

Flight Phase : Descent

Route In Use : Visual Approach

Airspace.Class B : SRQ

Airspace.Class E : TPA

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 4350

Experience.Flight Crew.Last 90 Days : 35

Experience.Flight Crew.Type : 400

ASRS Report Number.Accession Number : 1779552

Human Factors : Communication Breakdown

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

Uneventful 3 hour VFR flight from ZZZ1 at 16,500 feet. Just after starting my VFR descent for SRQ was advised by ZJX Center that TPA Approach would not take the hand-off and told to squawk 1200. I switched to TPA Approach for SRQ airport and monitored frequency as I continued VFR descent to 8,500 feet - above the top of Class B. After monitoring approach frequency for 5 minutes as I continued my VFR descent to 4,500 feet - above the top of the SRQ Class C, it was evident that the TPA Approach Controller was saturated so I switched to SRQ Tower. I advised Tower that I would fly west beyond the Class C and descend to 1,100 feet - below the floor, before turning back to SRQ for VFR approach and landing. Tower worked me in perfectly on intersecting Runway 4. Although 121 traffic is down considerably, FAA now needs to assess the current flight activity - which for ZZZ Approach certainly exceeded the ability of 1 Controller to control all sectors, and add back controllers before someone gets hurt.

## Synopsis

Pilot reported the flight was not accepted by TPA Approach Control due to staffing/workload issues. The Captain circumnavigated the area and proceeded VFR.

ACN: 1779519

## Time / Day

Date : 202012

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Flight Phase:Other

## Component

Aircraft Component : Cabin Furnishing  
Aircraft Reference : X  
Problem : Malfunctioning  
Problem : Design

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Cabin Jumpseat  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1779519  
Human Factors : Physiological - Other  
Human Factors : Situational Awareness  
Human Factors : Troubleshooting  
Human Factors : Confusion

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Attendant  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

The hand sanitizer installed on this aircraft is in a dangerous location. Several times I have hit my back center spine and also hit my arm on it. With the addition of the X row of seats on this plane the bulkhead wall is already pushed forward. With the addition of the sanitizer it makes the work space even smaller. Someone is going to get seriously injured

in turbulence or any sudden movement of the aircraft as the bottom part that sticks out, is a thin edge. The catch dish was missing on this aircraft, so any liquid was falling on the floor creating a slip hazard. Whomever is putting the bottles in the holder, they are not securing it in place. The flight attendants have not been shown how to secure the bottle in place. Why are we taking space away from an emergency exit that has already been encroached on by the wall being pushed forward, to add an X row of seats?

## Synopsis

Flight Attendant reported concerns with the placement of the hand sanitizer installed on the aircraft.



ACN: 1779516

## Time / Day

Date : 202012

## Place

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

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Door Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1779516  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Troubleshooting  
Human Factors : Physiological - Other  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Crew stepped off aircraft and was on jetbridge. When I looked at my handheld it said we were boarding. So I replied back we had not been cleaned or sprayed yet so we were not boarding. About 3 to 4 minutes later 2 cleaners came up the airstairs and boarded. One had an electric vacuum in hand the other had [a] trash bag in hand. Shortly after a 3rd

cleaner came on board with a bag of supplies and boarded the aircraft and put [the] bag down by the First Class Lavatory. About 5 minutes later another cleaner (gentleman with nothing in his hands) came up the airstairs and boarded the aircraft. Within 10 to 15 seconds the first 2 cleaners came off the aircraft and right after them the other gentleman came off the aircraft saying "we are good to go." One of my crewmember's asked him was the aircraft sprayed. He repeated "we were good to go" and proceeded to exit the jetbridge door and down the airstairs. I and the other crew member both said I don't think the aircraft was sprayed as neither of us saw the cone being put in place nor did we see the sprayer. At this time the last cleaner with the bag with supplies came off. I asked her has this aircraft been sprayed? She said what did he say, I said he said yes, she proceeded to exit the aircraft. I said can you please show me what you have in that bag, because if there is no sprayer in there, then there is no way our aircraft has been sprayed. She then said "I will tell him to come back." At this time the Gate Agent came down to see if we were ready to board. I explained the situation to the Agent and she said "oh no I am so sorry, that's not right." The Captain was on the jetbridge with us and we were all in agreement that we needed to be sprayed before we could start boarding. The previous gentleman came back up the airstairs with sprayer in hand and sprayed aircraft. When he was done, without further delay, we boarded and departed. The Gate Agent was very apologetic about the incident.

## Synopsis

Flight Attendant reported a cleaning crew had to be reminded to properly sanitize the aircraft prior to passenger boarding.

ACN: 1779512

## Time / Day

Date : 202012

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1779512

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Workload

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

Narrative: 1

During passenger boarding there were many people not wearing their face mask. I was also spending time finding room for bags. It was a busy time and I forgot to brief my exit row passengers.

## Synopsis

Flight Attendant reported forgetting to brief the exit row passengers due to distraction from having to remind boarding passengers of the face mask policy.

ACN: 1779483

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 52

ASRS Report Number.Accession Number : 1779483

Human Factors : Workload

Human Factors : Human-Machine Interface

Human Factors : Training / Qualification

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Automation : Air Traffic Control

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Became Reoriented

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was acting as pilot flying on the flight to ZZZ. While flying on our assigned course direct to the ZZZ airport, approximately 100 miles from our destination, while conducting the arrival and approach briefings, ATC Center assigned us to turn left 10 degrees, which I complied with by selecting heading mode on the FCP, and selecting the desired heading with the heading bug. Several minutes later, the Controller, again, assigned us to proceed direct to the ZZZ airport. I selected in the FMS direct to the ZZZ airport, confirmed the selection with my captain, and executed the flight plan modification. However, I had neglected to select NAV mode, which resulted in the aircraft continuing on its previously assigned heading for several minutes while I finished the arrival briefing, resulting in the course to show a full-scale deflection to the left (south). Upon finishing the briefing, I realized the missed step, and immediately turned back toward the course and armed NAV mode. Having recently switched over to ZZZ approach, within several minutes the controller queried us about our position, informing us we were left of course. We notified the controller that we were rejoining the course. The controller then assigned us to proceed direct to the ZZZ airport again, which we selected in the FMS, confirmed, and executed, this time ensuring NAV mode was engaged. The flight continued without issue. This event was caused by lack of recent flight experience, as well as momentary task-saturation. This has not been a reoccurring trend for me during training or during revenue operations. I plan to continue to maintain a high level of situational awareness in the cockpit to trap threats before they become errors. I also plan to ensure I am making appropriate FCP selections when I am making an adjustment to our course.

## Synopsis

Air Carrier First Officer reported a heading deviation and cited lack of recent flight experience and task saturation as contributing factors.

ACN: 1779463

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.MSL.Single Value : 3500

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase.Other

Route In Use : Direct

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1779463

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Executed Go Around / Missed Approach

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was the flying pilot, we were kept high the whole time. Then we were given [Runway] XXR GPS Y, as we turned, the turn was inside the approach fix, it was tight. I turned to final and we looked high and I wasn't comfortable, so we asked for a go-around. I initiated TOGA, we were approximately 2,200 feet when we did the go-around, and began the go-around process and around 2,500 feet. ATC asked to maintain 3,000 feet. We got extremely busy and by the time we realized it we were at 3,500 feet. We descended to 3,000 feet and we asked to extend the downwind. I had been out for a year and half, and since I gotten back, I did not fly that much, also was off last month and half of this month due to COVID-19, but also I should have asked for extended downwind in the airport, should not [have] allowed the Controller to rush us and I have learned a lesson. Don't accept any arrival that I am not comfortable with.

## Synopsis

Air carrier First officer reported an unstablized approach and an altitude deviation during a go-around. First Officer cited lack of flying as a contributing factor.



ACN: 1779455

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1779455

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Ambiguous

## Narrative: 1

This flight is part of the second trip to be on a landing currency waiver. Landings expired [Date]. Waivers issued for the next two pilot trips. I have stated plainly to the training

desk I want to regain my currency vs flying not current on waivers. One area of safety concern arose prior to this flight due to being non-current. Scheduling called the CA the morning of the flight asking to crew the leg ZZZ to ZZZ1 with just 2 pilots (CA and myself) because they could not find a replacement FO for the trip. CA agreed after checking with union contracts. Safety Issue: CA was unaware I would be arriving for work on a waiver. The CA should be notified well in advance instead of at sign in that a non-qualified pilot would be on their flight. The only way the CA found out I was on a waiver is when I notified him. To be clear: I was never assigned FO in the system. The situation was resolved without ever assigning me as FO. The safety issue is with the PIC being unaware they will have a non-qualified crew member. Issuance of this waiver is only made known to the non-current pilot. Other crew members are un-aware until sign in. This waiver should be rarely used vs the recent expanded use and it needs to be depicted plainly in schedules being visible to all crew.

## Synopsis

Air Carrier First Officer reported having a status as flying on a special waiver that was not reported by the company to the Captain before the flight.

ACN: 1779446

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 39000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Route In Use : Direct

Route In Use.STAR : ZZZZZ1

Airspace.Class A : ZZZ

## Component

Aircraft Component : Autopilot

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1779446

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1779452  
Human Factors : Training / Qualification  
Human Factors : Confusion  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Air Traffic Control  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Captain (CA) was PF and First Officer (FO) was PM. We had a crew alert action of AUTOFLT FCU1 failure not far from our initial descent for the STAR. CA was working the crew alert issue and Center called saying what the CA heard was "Flight ABC", Direct ZZZZZ descend via ZZZZZ1" (CA was in the QRH, reading about or looking for the crew alert issue). After talking with the FO on the ground in ZZZ, after the event, the FO thought the read back something like "Flight ABC direct ZZZZZ for the ZZZZZ1." Then, PM made sure PF was inserting the bottom altitude of STAR in the FCU (Meaning PM understood the clearance to descend via the ZZZZZ1). PF did insert the bottom altitude. Then, shortly afterwards, we hit some moderate turbulence and PF decided to start descend early because he could not read the QRH, hoping to get into some clear air. Then we were told we descended and there may have been a flight deviation. I did not think so at the time because of the clearance I understood. I believe there were several causal factors on this event. 1) Pilot Inexperience. The FO was on the Type X aircraft and in March was awarded the Type Y aircraft. But from March through December, all the FO did was go to Type Y training, and IOE. This was the FO's first flight since IOE. The FO was going very slow making sure no mistakes were made. The PF was also going very slow to ensure all FO tasks were completed. 2) Task saturation (crew alert event, pilot inexperience, turbulence and clearance understanding). Combined, this put both pilots in a "caution situation." The PF, was trying for something like this would not happen from the moment the flight started by

making sure he was slow and deliberate on all his thoughts and actions. 3) Turbulence event. We descended early because PF had a hard time reading the QRH. 4) PF flying and completing crew alert actions. In this case, it may have made a difference, but, I do not believe it would have made a difference, because the PM understood the clearance from Center was a clearance to descend Via, and when the turbulence started, the person working the crew alert action would have said descend to get out of the turbulence the QRH could be read. The same outcome would have happened. Suggestions - Verify the clearance, no matter the circumstances...In this particular event, the PF should have verified the clearance knowing the proficiency of the other pilot may not have been 100%. A pilot may be "Current" with regards to the official written documents approved by the FAA, but they may have not been proficient...(I do not know how this can be fixed...)

## Narrative: 2

In preparation for descent, Status Page showed an inoperative system the CA/PF noticed. CA was in the process of investigating the crew alert message that caused it. We had a seasoned CA in the Jump Seat who was assisting in the lookup for the crew alert actions, if any, and the code was sent to Maintenance. In that time, we received a call from Center to proceed "direct to ZZZZZ for the ZZZZZ1." I read the clearance back "direct ZZZZZ for the ZZZZZ1 arrival". I then conveyed to the CA/Pilot Flying "direct to ZZZZZ, we can descend via the ZZZZZ1" and I backed CA up to set direct ZZZZZ in the FMS and dialed in the lowest altitude in the arrival for south landings. We verified the altitude. While inbound to ZZZZZ, we were at FL390 and encountered some occasions of moderate turbulence and continuous light chop. The CA/PF commenced a descent to avoid remaining in the turbulent conditions. I contacted the Center to let them know we were descending out of FL390. They called back to ask what was the reason for the descent. I stated we had encountered moderate to light turbulence and needed to descend to avoid it. They called back asking me to confirm the reason for descent was turbulence. I confirmed. Then, before we were handed off to the next frequency, the controller asked us to contact a number for possible altitude deviation. There was a misunderstanding, on my part, of the vertical clearance in the call with Center with the initial clearance for ZZZZZ1 and I passed that misinterpretation on to the CA/PF. It was my first flight in over a month, preceded only by sim events way back in September and just prior to OE. This was a threat up front. Hadn't flown in this environment in over 18 months. We had multiple distractions due to the crew alert and system loss being addressed, icing conditions and turbulence. The ATC frequency was covering high traffic volume so there was a significant amount of talking on the frequency. We had both been up very early in order to be ready at report time. My expectation bias led me to believe we were cleared to "descend via" when we were cleared only laterally for the approach. We could have briefed the arrival prior to addressing the crew alert and done a transfer of control of the aircraft and radios. I could have had ATC repeat the clearance, once the PF was back with me, so that they could communicate directly what the intended clearance was. I could have stated the clearance exactly as it was read back to eliminate any "single point" of interpretation, or misinterpretation.

## Synopsis

Air carrier flight crew reported an altitude deviation and cited the First Officer's lack of flying as a contributing factor.

ACN: 1779401

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.MSL.Single Value : 500

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission.Other

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 22000

Experience.Flight Crew.Last 90 Days : 148.28

Experience.Flight Crew.Type : 13200

ASRS Report Number.Accession Number : 1779401

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On final, Runway XXL, ZZZ, Night, 1000 foot ceiling, Me (Captain) flying, gusty winds, very light load, FO low currency- only 150 hrs in type since hired 1 year ago, and has not been flying much. I was hand flying at 2,000 feet on normal ILS. Called for gear down, flaps 15 at approximately 2,000 feet and flaps 30 landing, check at about 1500 feet. FO ran check list, while I hand flew the approach. The winds were gusty, our target was +15 ref and it was night. I saw flap refs change on airspeed tape, and glanced at gear lights when FO ran checklist, but I did not have full attention to FO duties since it was dark and gusty. We broke out at 1,000 feet, I called clear to land and set missed approach altitude. At 500 feet we simultaneously got the 500 auto call out and Too Low Flaps. I simultaneously, started a Go-Around (finger to toga button) and looked at flap gauge - which was at 25. But I hesitated on the go-around when I saw why we got the GPWS. I commanded flaps set to 30, which the FO immediately did. We were then about 350-400 feet and stable, and I continued to a normal landing. After landing I realized, even though there was adequate time to set the flaps to 30, I should have gone around. We debriefed after parking. The FO said he just missed the flaps in setting and checking on the checklist, most likely due to being low time in aircraft and rusty from time off. I missed his wrong setting, due to the dark and the gusty winds requiring my attention. I said I should have gone around, and that he as well should have told me to. I am confident if I had not immediately recognized why we got the too low flaps and immediately corrected it, I would not have continued.

## Synopsis

Air Carrier Captain reported a TOO LOW FLAPS warning and an Unstabilized Approach.

ACN: 1779352

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 3000

## Environment

Flight Conditions : IMC

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

Aircraft Operator : Air Carrier

Make Model Name : A319

Flight Phase : Final Approach

## Component : 1

Aircraft Component : Landing Gear

Aircraft Reference : X

Problem : Malfunctioning

## Component : 2

Aircraft Component : Air/Ground Communication

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 3427



Experience.Flight Crew.Last 90 Days : 127  
Experience.Flight Crew.Type : 2572  
ASRS Report Number.Accession Number : 1779352  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Troubleshooting  
Human Factors : Workload  
Human Factors : Time Pressure  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Person : 2

Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Experience.Flight Crew.Total : 2329.07  
Experience.Flight Crew.Last 90 Days : 6.23  
Experience.Flight Crew.Type : 2329.07  
ASRS Report Number.Accession Number : 1779376

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.ATC Issue : All Types  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem  
Result.Flight Crew : Landed in Emergency Condition

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Aircraft

## Narrative: 1

On RNAV to Runway XX due to GS being inop on the ILS, winds, and airport conditions. Outside FAF, attempted to extend Landing Gear and got only the 3 red UNLOCKED lights. No landing gear operation. Our airspeed was around 165 KIAS. We attempted to recycle the gear and got exact same thing. We executed a missed approach, [advised ATC], and attempted to contact Dispatch on ACARS. We tried several frequencies but could not make voice contact. ZZZ1 airspace was undergoing some sort of COVID cleaning so not sure if that had anything to do with ARINC in that vicinity. We just used the ACARS to communicate as best we could. Dispatch texted that the only thing he was showing was LANDING GEAR NOT DOWN LOCKED (same as us) but had no other system malfunctions that he could see. We followed the ECAM which instructed us to use the gravity extend. We did, it worked, and we landed safely. We texted Dispatch once on the ground that we made it safely, Maintenance came with the tug and towed us to the gate. Passengers and flight attendants were informed in the air and on the ground as to what was happening.

## Narrative: 2

Just after midnight, outside the FAF to Runway XX at ZZZ, I was the PM and was asked to extend the landing gear. The gear failed to extend. Landing gear not down-locked. Recycled landing gear. No joy. Told Tower we needed to go-around to troubleshoot.

Requested priority handling and then transferred controls, I was now PF while the Captain ran the ECAM and coordinated with Dispatch/Maintenance Control/FAs. I requested vectors away from the weather and near the approach so we could quickly join final when complete, requested they roll the trucks, and advised ATC we would need a tow off the runway. The Captain had difficulties talking with Dispatch and Maintenance over ARINC due to our low altitude (3,000) but was able to exchange some messages over ACARS with both. He ran the landing gear gravity extension checklist as directed by the ECAM. Landing gear came down. Captain updated FAs and made a PA to the passengers. We transferred controls and I was then PM for the final approach, visibility was poor due to a weather system. Rough winds and conditions but great landing by the Captain. Full stop on the runway. Crash truck circled and checked the plane out. Tow arrived and we shutdown motors and were towed to the gate.

## Synopsis

Air carrier flight crew reported an unsafe landing gear indication. ATC communications were also reported possibly due to a COVID-19 ATC Zero event.

ACN: 1779342

## Time / Day

Date : 202012  
Local Time Of Day : 1801-2400

## Place

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

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 2221  
Experience.Flight Crew.Last 90 Days : 34  
Experience.Flight Crew.Type : 2221  
ASRS Report Number.Accession Number : 1779342  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Passenger in [seat X] refused to wear mask. He was addressed by passengers and flight attendants. He was issued the mask card in regards to not following company's mask policy. The flight attendants did not inform me until after parking about the situation even though it happened during the flight and other passengers were complaining. The station manager at ZZZ was able to find the passenger after deplaning and had a conversation with him in regards to company's policy. During my welcome aboard announcement I did reiterate [the] company's mask policy.

## Synopsis

Air carrier Captain reported that after the flight the Flight Attendant stated that a passenger had been non-compliant with mask policy during the flight and that other passengers had been complaining.

ACN: 1779266

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 7000

## Environment

Flight Conditions : IMC

Weather Elements / Visibility : Rain

Weather Elements / Visibility : Turbulence

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Taxi

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Route In Use : Vectors

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Commercial

Experience.Flight Crew.Total : 1470

Experience.Flight Crew.Last 90 Days : 160

Experience.Flight Crew.Type : 500

ASRS Report Number.Accession Number : 1779266

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Crew  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were delayed yesterday because of ATC issues. By the time we took off it was dark and we had been up for 12 hours. As we flew east off the coast of State X we encountered moderate turbulence and precipitation. The Captain got distracted and as we leveled off at 7,000 feet his speed began to increase. I called out "Speed" and he did not acknowledge so again I said "Watch your speed." By this time we were doing around 275 knots and I don't why but he thought we should continue the climb so he used the autopilot to begin to climb the plane. I immediately told him to maintain 7,000 and reduce his speed. The initiated climb resulted in an altitude gain of 400 feet and the Controller told us to maintain 7,000 feet. We returned to 7,000 with no other issues and slowed. I was told our delay was a result of staffing issues at ZZZ center because of COVID-19. This is by far the longest ATC delay I have experienced and I definitely know fatigue was a factor here. Do I think we were unsafe? No, I do not. That being said I don't think we were the tip of the spear that late in the day. ATC was super busy on the radios and we tried calling several times to request higher to get out of the weather we were in to no avail. Under staffing, busy airspace, delays, fatigue, and weather all combined would be the problem in my opinion. As well as pressure to get the job done.

## Synopsis

First Officer reported a speed and altitude deviation during departure and cited fatigue from a lengthy ATC COVID-19 related delay as contributing factor.

ACN: 1779160

## Time / Day

Date : 202012

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Location Of Person.Aircraft : X  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1779160  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Training / Qualification  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

During boarding, the gentleman in [seat] XX1 got my attention to ask if he was in the right seat, so I looked and tapped on each person in the row to confirm for him. That is how I noticed the X Family was a party of 4. The mother was holding the child and I asked if the child was a seat or a lap as I didn't have her as a lap child in my list, but in her own seat. She said she has her own seat. And I asked if she was over 2 years. The mother said yes. I asked if they had a mask for the child reminding them of our policy and also reiterated that the child would need to be in her own seat for takeoff (FAR), landing and whenever the seat belt sign was on. The father stated that she's only two. I said yes, she's

over two that's why she's required to have and be in her own seat. The father also said they were traveling internationally. (I believed they were traveling internationally when we got to ZZZ, but later in this situation the Supervisor who spoke to the family ascertained that they had come in from ZZZZ on Aircraft Y, where apparently the situation was not addressed on that flight). I offered to bring a mask and did. I informed the Purser and cockpit that there was both issues. While I was closing bins I walked past the family and they had made no attempt to rectify the situation. I also had to remind the father twice to fix his own mask. When there was no attempt to address the non masked child by the family I chat text for a Supervisor to address the situation since the door was open. The first Supervisor went to the seat and was there for a few seconds, I was concerned that it didn't appear the situation was addressed by the reaction of the family. The child still didn't have a mask on and no motion to attempt. I approached the Supervisor and asked him about it. He said he told the family. I informed him that I walked by their row and the child wasn't wearing a mask nor was there any attempt to get the child to wear one. The purser also spoke to the family. Another Supervisor came, and spoke to the family. I stayed at the front of the cabin to let them deal with the situation. Supervisor 2, Inflight supervisor came as we were now taking a delay. Supervisor 2 said that they could make an exception to the mask policy. I, as an employee who is required to be masked with verbalized and written termination warning from my company if I do not remained masked at work, is now telling me that exceptions can be made onboard the aircraft for passengers. I have never heard of this and am not aware of documentation of this. The passenger knows the child isn't allowed to be a lap child and they know that anyone over two is required to be masked. While I realize it's difficult for a young child I also acknowledge that Airline chose to pick this age for mask requirement likely to coincide with the FAA mandated age seat requirement. There is ample notification for these policies (during booking and check in), passengers personal responsibility is a choice. As is proactive parenting. After more than two decades of flying there are quite frankly cultural differences/ beliefs of non-compliance and this presents itself as complete lack of acknowledgment of our policies (or FAR's). I completely acknowledge that the flying public is a challenge at times, most follow the rules. This includes me, especially at work. While I'm completely capable of sympathy, compassion and compromise... I'm absolutely not when it comes to safety. I applaud Airline for enforcing the mask policy. I would encourage them to strive for consistency on a multitude of other safety issues that appear at times to go by the wayside in favor of on time departures and convenience. It is this mentality that creates inconsistencies and quite frankly makes my job harder to do.

## Synopsis

Flight Attendant reported issues with a family of four who had a 2 year old who did not want to wear a face mask.



ACN: 1779152

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1779152

Human Factors : Distraction

Human Factors : Confusion

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Were Passengers Involved In Event : Y

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

As I am greeting passengers and handing out wipes, Passenger X seated in X, boards the aircraft with mask barely covering his nose or mouth, him and his family. I gently ask them to please cover nose and mouth to board, they comply. Keep in mind even kids barely have mask. They all boarded with mask on chin. When they get to their seats they still have it on. Now after pilots inform us that we are departing, Passenger X completely takes off his mask, passengers around him are looking uncomfortably anxious and he is looking to see if I can see him. Although the lights are dim in the cabin I can still see him and he sees me. I do a friendly gesture so he can put it on. He completely ignores me. Then when I get the 10,000 I get up to kindly ask him to place mask over nose and mouth, he complies and then as I walk away he takes it off. I let him know one more time announcements say. He doesn't comply and wife [has] her mask off too, to tell me why don't I leave him alone. At this point I head towards forward to inform pilots and they let me know to let him know one last time. When I informed him I spoke to the pilots and then finally after three gentle reminders, he and wife and kids comply.

## Synopsis

Flight Attendant reported a passenger was not compliant with face mask policy.

ACN: 1779138

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1779138

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

Narrative: 1

While preparing the aircraft for departure from ZZZZ to ZZZ I made contact with our Dispatcher to address a minor deferred maintenance item. While I was on the phone I learned we were getting new paperwork due to the ZZZ1 ATC Center shutting down for sterilization. The Dispatcher was still working on the details due to severe weather to the east of ZZZ1 and indicated that it would be sent to me and the normal station location when it was finished. The Load Master came in wanting me to complete the weight and balance so he could leave. I notified him that we needed new flight release paperwork and told him it should be sitting on his printer and to look for revision 1 at the top of the front page. The Load Master came in again later and indicated that he wanted to do the weight and balance paperwork. I told him I wanted to wait till I had the new paperwork in hand and reviewed. Eventually the paperwork showed up and once we reviewed and did a few more items to finalize the preparation I turned around to notify the Load Master that I was ready for the cross check. The person said that they were not doing the cross check at that station due to COVID-19. I was surprised by his answer and said something like "REALLY?" And he repeated his original statement. I told him I had not been notified of this situation and he said it was to reduce exposure on the flight deck. I gave him the paperwork that was completed but did not have the check marks related to the normal cross check process with the Load Master. In hindsight, I am skeptical about the answer I received and decided I should make this report to make sure that this situation is truly their process. If it turns out to be accurate we should possibly notify any crews that will be going into ZZZZ. This flight was already scheduled later than normal due to crew rest requirements and due to the delay in receiving the hard copy of the amended flight release it was running approximately 10 minutes later than the newly scheduled time. It was obvious that they were under pressure to get us moving and I was attempting to keep things standard and attempt to not introduce the opportunity to have errors.

## Synopsis

Air carrier Captain reported a weight and balance change was not cross-checked due to COVID-19 company guidelines as cited by the Load Master.

ACN: 1779094

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Flight Phase : Landing

Flight Phase : Final Approach

Airspace.Class C : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1779094

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Human Factors : Workload

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Reflecting back on this flight today, I fear we may not have obtained verbal landing clearance from Tower before touchdown on Runway X at ZZZ. This was my first flight in over two months, and was assigned with another Captain as my First Officer, with no one else present on the flight deck. I had also been on leave earlier in the year. Before we flew, I briefed that two captains flying together as a two-pilot crew complement is a threat, as it does not happen often, and there is an operational bias for the acting First Officer (co-Captain). During the descent, Air Traffic Control vectored us to a close-in base leg to Runway X. Approach Control asked us if we had the field in sight, and I elected to continue with a visual approach, which I believe now was not the best choice for myself. My acting First Officer momentarily lost sight of the field during my turn from base to final, however I had it acquired visually the entire time. I pointed out the field to assist, and the pilot monitoring re-acquired it. This should have resulted in a go-around to rejoin the approach, as this is a team environment, and a two-pilot airplane. I know I did switch the nose-wheel landing light to "on" during the final approach leg, as that is SOP after being cleared to land, according to FOM. I was focused on flying the plane, slowing down early, and ensuring a stabilized approach. I was not completely in tune with what my co-captain was or was not doing. Stabilized approaches are a topic often discussed in training, so it weighed heavily in my priorities on this day. My co-Captain (pilot monitoring) may not have switched to Tower as it was somewhat a high workload environment and unusual operation, at least to me. I should have recognized the threat of two captains flying together, along with my low state of landing currency, would lead to a chain reaction easily. I should have requested the full ILS to Runway X, or at least a longer final approach leg. I would recommend after a Captain returns to the line after a lengthy vacation, and in my case leave earlier in the year as well, to not pair up with another Captain, but only a highly current First Officer. Although everything was completely my responsibility, this would have eliminated the threat. I recognize that sound aeronautical decision making as it relates to all phases of duty, is the number one factor influencing safety, and it must be practiced even in high-workload environments.

## Synopsis

Air Carrier Captain reported landing without a clearance and attributes the event to lack of flying and complacency while flying with another Captain as the First Officer in this flight.

ACN: 1779080

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class D : ZZZ

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 2600

ASRS Report Number.Accession Number : 1779080

Human Factors : Troubleshooting

Human Factors : Confusion

Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types

Anomaly.Inflight Event / Encounter : Fuel Issue

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

We started out vectored off our arrival by ZZZ Center to the southwest with several step down altitudes. 30 miles from the airport we found ourselves at 20,000 MSL which is about 10,000 feet higher than usual for a normal descent. ATC, specifically ZZZ Center, was overloaded with aircraft going into south State X. The Controller brought us around and eventually around 10,000 MSL he told us to go direct to the ZZZ airport. At that time, we were about 15-18 miles away at just under 10,000 MSL. A few minutes later the Controller asked if we had the field in sight to which we replied that we did, but we needed a vector because we were too high to safely attempt the visual approach. We were given a left 360 degree turn and cleared down to 3,000 MSL also while given direct to the ZZZ airport. Upon leveling off at 3,000 MSL we were in a cloud layer and couldn't see the field. We requested lower and were given 1,500 MSL. Once we reach that altitude, we could see the field and was cleared the visual approach to Runway X and to switch to Tower. On final, after fully configuring the aircraft, Tower told us to turn right to a heading of 180. Very confused, we asked him to repeat the instructions at which point we executed a missed approach for a disabled aircraft on the runway. Tower never actually told us to go-around. We were given heading 180 and a climb to 4,000 MSL. Following the level off we were instructed to hold present position however the aircraft will not hold present position on HDG mode. It can only PPOS HOLD while on and active FMS leg with less than .25 NM cross track. Knowing this, we told the Controller we needed a fix to hold and we were given the ZZZ2 NDB which doesn't exist in the database. We instead requested the missed approach fix for the RNAV X approach. We weren't sure or told how long the runway was going to be shut down so the crew started to discuss diverting options which ZZZ1 was the only real viable option. The FMS indicated it would take about 3,500 lbs of fuel and we had about 2,300lbs of reserve fuel on board. From my quick calculation, I had to make a decision fairly soon considering the following: we had about 5,700lbs on fuel on board, unknown runway closure, time, FMS calculation of 3,500 lbs of fuel required to ZZZ1, high volume of ZZZ Center traffic and high controller work load. I sent a message to Dispatch informing them we would attempt one more approach and if unable to make it in we would divert to ZZZ1. We notified ZZZ Center Controller we needed to attempt another approach or we would soon have need to divert. We were given vectors around and cleared for the visual to Runway X once again. As the pilot flying, I opted to proceed direct to the FAF of the RNAV X and continue the visual approach. At about the base leg portion I turned off the autopilot and turned towards the runway. I believe that a slight turn inside of the FAF did not sequence the approach nor the glide path information which led to a position above the glide path. I flew down to correct the glide path all while in and out of 1,000 FPM VVI. I acknowledged the momentary deviations of descent and quickly corrected as I was now on the visual indications from the PAPI's. On short final, a thermal briefly interrupted our descent and with a quick correction back to glide path I corrected the path for a safe landing. I believe the accumulation of all factors above could have led to a critically low fuel situation much quicker than expected. I believe the saturation of airspace on a very busy travel day could have been underestimated in the current climate of understaffed controllers. ZZZ Center controllers were so saturated with aircraft that any chance to hand an aircraft off to a visual approach whether it was really safe to do so or not was attempted. Unsure about divert fuel and runway state created a high-importance, high stress moment of deciding when a divert should occur without having proper data supporting it. Lastly, in a heightened sense of urgency with a tight turn inbound to the runway and sub-sequence 'Cutting the corner' led to the aircraft being in a position higher



than the glide path. I would suggest the following for operations into ZZZ Captain only approach and landing. I believe most captains take it upon themselves to make the approach and landing due to the short runway as it is. There should be more "hip pocket" information whether in the form of a bulletin or some other format that provides rough numbers of divert options, fuel required, routing, etc when a formal alternate is not filed. I also suggest fuel planning take into account busy travel days and add as much fuel as practical for contingencies even on days with VMC conditions that does not preclude landing due to being over max landing weight. I also believe during all forms of training (initial, recurrent, etc) special authorization airports and airports such as ZZZ are discussed. It is my suggestion that ZZZ be a mandatory training event. I can tell you everything you need to know about flying to ZZZ2 yet we don't actually go there in the aircraft. However, airports such as ZZZ are rarely mentioned when we fly there every week. I suggest more 'hangar flying" where scenarios are discussed (such as this one) in a classroom/training environment to get captains to start thinking about scenarios such as these. I'd also like to recommend that one or two approaches from ZZZ3 be included in our Jeppesen charts or company pages. Should ZZZ be shut down for any reason and there is not enough divert fuel to safely make it back to the mainland there will be a 10,000 foot runway available; especially in IMC conditions. Lastly, I suggest that pilots refrain from attempting to cut corners while approaching the runway from greater than 90 degrees. Instead, they should fly the published approach in its entirety including glide slopes or glide paths so that they maintain a safe, stable approach to the runway.

## Synopsis

Air carrier Captain reported a disabled aircraft on intended landing runway resulted in their flight being vectored away from their approach path. The additional vectoring caused them to be concerned with their fuel state and made a request to be cleared as soon as possible. The crew was cleared for another approach and landing and reported being unstable/high before safely landing the aircraft.

ACN: 1779072

## Time / Day

Date : 202012

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person : 1

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 2850  
Experience.Flight Crew.Last 90 Days : 34  
Experience.Flight Crew.Type : 2850  
ASRS Report Number.Accession Number : 1779072  
Human Factors : Situational Awareness  
Human Factors : Distraction

## Person : 2

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 81  
Experience.Flight Crew.Last 90 Days : 29  
Experience.Flight Crew.Type : 81  
ASRS Report Number.Accession Number : 1779038  
Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Result.Flight Crew : Landed in Emergency Condition  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

45 minutes into the flight we received a Dispatch message that Passenger X in seat X5 has tested positive for COVID. Passenger X was traveling with 3 others which all were in row X. I contacted medlink and was disconnected. I asked my entire crew if they had any experience with this which none of them had and I hadn't either. I asked Dispatch for the name of the passenger and protocol to follow. I retried medlink and followed their instructions to minimize contact with Passenger X and get row X off before all others. We asked for priority handling. Dispatch informed us the station will meet us at the gate. Before getting to the gate we asked all passengers to stay seated with seat belts on at gate arrival for a medical situation. I opened the cockpit door to make sure everyone was complying and only Passenger Y wasn't. I said "Please everyone stay seated" and he sat back down. Later he made a rude comment deplaning and complained to Customer Service. We deplaned row X only and met them and Customer Service in the jet way to assess Passenger X. Passenger X was a young woman that had COVID a few months ago and was 100% healthy. Customer Service followed them to baggage claim for another test. Customer Service cleared us to deplane so I made a PA explaining the situation. Customer Service informed me many people that have had COVID in the past test a false positive.

## Narrative: 2

Received Dispatch message indicating passenger in [seat] X5 received an airport COVID test that came back positive. We were located about 1 hour from ZZZ. Continued towards ZZZ, declared a medical issue on board indicating positive COVID passenger. ATC turned us into a priority handling. Coordination through medlink provided some guidance and we were met at the gate by appropriate personnel to evaluate the passenger. Passengers were informed of the medical issue and told of the possible positive test at the gate. ZZZ supervisors cleared us to continue our trip.

## Synopsis

Air carrier flight crew reported a passenger who had tested positive for COVID-19 was on the flight.

ACN: 1778846

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Person

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 3

ASRS Report Number.Accession Number : 1778846

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I departed Aircraft X for takeoff. Once approved separation was anticipated I cleared Aircraft Y for takeoff. Once airborne I noticed the departures in a closer proximity than anticipated but I was providing visual separation. I verified that I had appropriate separation on the radar display. In my judgment speed and spacing was adequate and I switched both aircraft [to] departure. Not long after I was called by the Departure Controller that they needed more space between departures because I had less than three miles between Aircraft X and Aircraft Y. This is not typical of my best practices to ensure separation. A possible factor could be aircraft performance. I wasn't anticipating the trailing aircraft to be so much faster or the lead aircraft to under perform like it did. Both aircraft were similar types. Another factor could be that I had been medically decertified due to a COVID-19 exposure at the facility. I was not sick but I was only notified the day before this incident that my medical had been reinstated and that I was to report to work the next day. [It] was quite a surprise to me and didn't give me any time to mentally prepare to conduct air traffic duties after [several] weeks away from work. The only recommendation would be a more advanced notification of a return to air traffic duties after a long time off. It allows controllers to be more mentally prepared to preform safety related duties.

## Synopsis

Tower Controller reported a loss of separation between two departures and cited aircraft performance differences as a possible contributing factor.

ACN: 1778839

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Route In Use : None

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Personal

Flight Phase : Landing

Airspace.Class C : ZZZ

## Person

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 8

ASRS Report Number.Accession Number : 1778839

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Training / Qualification

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Ground Conflict, Critical

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was working everything in the Tower combined. Aircraft Y checked in on a GPS Runway XX approach and I cleared him for the option. A few minutes later Aircraft X called for taxi and I gave him the normal taxi instructions with a crossing at Runway XX, forgetting that I had cleared an aircraft for that runway. While I was making an amendment to a flight plan I hear Aircraft Y ask why there is an aircraft on his runway. He had come to a complete stop on the runway while Aircraft X was crossing. I told him to hold position and once it was clear I cleared him for takeoff from present position. We're reduced staffing due to COVID-19, and having to train forces us to combine positions to accomplish the numbers that management is pushing for.

## Synopsis

Tower Controller reported a ground conflict and cited reduced staffing due to COVID-19 and training at combined positions as contributing factors.

ACN: 1778837

## Time / Day

Date : 202012

## Aircraft

Reference : X  
Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer  
Flight Phase : Parked  
Maintenance Status.Maintenance Deferred : Y  
Maintenance Status.Released For Service : N  
Maintenance Status.Maintenance Type : Scheduled Maintenance  
Maintenance Status.Maintenance Items Involved : Installation  
Maintenance Status.Maintenance Items Involved : Repair  
Maintenance Status.Maintenance Items Involved : Inspection

## Person

Location Of Person : Hangar / Base  
Reporter Organization : Contracted Service  
Function.Maintenance : Inspector  
Qualification.Maintenance : Airframe  
Qualification.Maintenance : Powerplant  
Qualification.Maintenance : Inspection Authority  
Experience.Maintenance.Inspector : 15  
Experience.Maintenance.Technician : 17  
ASRS Report Number.Accession Number : 1778837  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Maintenance  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
When Detected : Routine Inspection  
Result.General : Work Refused

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

I have been working for a Part XXX operator this year. At the beginning of the season, when I was hired, I noted aggressive corrosion in multiple areas of the aircraft. I also noted that some components were missing documentation from the logbooks, and other components were "time expired." When I made mention of these items to the certificate holder, I was told that the aircraft is "public use" and that the airworthiness requirements do not apply. I was also told that if I don't like the way they operate, I can find a different



job. Well, I left a good job to come to this operation and it is too difficult to find decent jobs with the COVID employment downturn in general aviation, so I was stuck. I still refused to sign off an annual inspection so the operator had a different Inspector Authority (IA) sign it off. The other IA never inspected the aircraft...just signed the logbooks. The aircraft operated all season in this condition. Now that the season is over, I was again told to do an annual inspection, so that it is ready for next season. Instead, I turned in my notice. I don't feel the aircraft is necessarily a danger to the public, however I also don't feel the aircraft is necessarily "legal." Maybe all this is acceptable in the Part XXX world.

## Synopsis

Maintenance Inspector reported concerns with company signing off of annual inspections of aircraft with several known maintenance issues and discrepancies.

ACN: 1778792

## Time / Day

Date : 202012

## Place

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

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Location Of Person.Aircraft : X  
Cabin Activity : Safety Related Duties  
Cabin Activity : Deplaning  
Cabin Activity : Boarding  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1778792  
Human Factors : Distraction  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Troubleshooting  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.No Specific Anomaly Occurred : Unwanted Situation  
Detector.Person : Flight Attendant  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

Narrative: 1

While working Aircraft X ZZZ-ZZZ1, I became concerned for the health and well-being of my flying partner. She displayed numerous symptoms of severe illness including: persistent coughing, sneezing, shortness of breath, weakness, and sweating profusely. Prior to starting the service, I witnessed [flying partner] remove her tote bag from the galley cart and take several pills. [Flying partner] then had difficulty pushing and pulling the beverage cart with assistance. It strained her and seemed very difficult for her to speak with customers, so I had prepared a sign in blue marker that read, "What do you want to drink?" and listed beverages. After picking up trash, [flying partner] repeatedly placed her used gloves on top of the galley counter. Upon descent into ZZZ1, I noticed the orange strap at door 2R was not attached and reminded her to affix it. At that time, she was coughing and was no longer wearing a mask at all. I expressed genuine concern for her well-being and was uncomfortable flying with someone who appeared so unwell.

## Synopsis

Flight Attendant reported another Flight Attendant was ill during the flight and not able to wear the face mask at all times, especially when coughing.

ACN: 1778699

## Time / Day

Date : 202012

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 250

Relative Position.Distance.Nautical Miles : 20

Altitude.MSL.Single Value : 15000

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Nav In Use : FMS Or FMC

Flight Phase : Climb

Route In Use.SID : ZZZZA3

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 12000

Experience.Flight Crew.Last 90 Days : 15

Experience.Flight Crew.Type : 5000

ASRS Report Number.Accession Number : 1778699

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 13000  
Experience.Flight Crew.Last 90 Days : 210  
Experience.Flight Crew.Type : 210  
ASRS Report Number.Accession Number : 1778698  
Human Factors : Situational Awareness  
Human Factors : Human-Machine Interface

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Departing Runway XXR ZZZ we were filed ZZZ1 Departure ZZZ transition then ZZZZ [fix]. Upon receipt of CPDLC clearance there was a route modification that was obtained that had us routed via the ZZZZA3 ZZZZ. I loaded the flight plan per the CDU prompt and accepted the clearance and printed it out. There was plenty of time as loading was delayed. When I reviewed the loaded clearance it came up ZZZZA3 ZZZZA ZZZZ. I then went back to the DEP/ARR page and checked the runway and SID which I had previously selected to ensure it was still in the FMC. I did notice that the routing had us now going south to ZZZZ and thought the ZZZZA ZZZZ was a short cut ATC wanted due to light traffic and time of day. I also looked at the printout and didn't see the period between ZZZZA3 and ZZZZ as in ZZZZA3 DZZZZZ verses ZZZZA3.ZZZZZ meaning that ZZZZZ was the transition. Once we were airborne ATC cleared us directly to 12,000 which we were initially given 7,000 in the clearance. ATC then came back and said maintain 12,000 unrestricted which in my mind validated the shortcut because usually you get the phraseology "Climb via the SID except maintain XXX". ATC then informed us our deviate and asked us if we were on the SID. I said affirmative except from ZZZZA we were direct to ZZZZZ which was incorrect according to the clearance. After getting to cruise the Captain and I discussed the situation looking at both the clearance, the FOM and the loaded routing from the CPDLC. We realized that two errors were made. When I loaded the SID I did not reselect the runway and SID with the ZZZZZ transition because when I checked it was in the box and because we both missed the period in the printout and ZZZZZ was on the regular routing I thought ATC wanted us to cut that part of the SID off because of low traffic volume. It was pilot error and it's a difficult lesson. I am fully aware that a period means a transition but I missed it on the printout and assumed ATC wanted a shorter routing which has become the norm is so many ATC environments with COVID. I also realize that I will always double check every period on the CDU against the printout copy as it's easier to see. In addition I will ensure that every modification in the future requires an input of both the runway and SID even when uploading clearances from CPDLC

which I'm aware to do but I didn't see the period on the printout. I take full responsibility for this mistake and I feel really bad I missed such a small but signification part of the clearance. I know better so there's no excuses for this missed detail.

## Narrative: 2

First leg (and only leg) with FO, blocked XX mins late for loading, so not rushed. Filed FP was ZZZ1 ZZZ transition, ZZZ [VOR], ZZZZZ, RXXX ...CPDLC had "route change" (I was doing exterior prefect when it came): cleared ZZZZA3 ZZZZZ, RXXX ... climb via SID except maintain 7,000 feet. The actual printout was "ZZZZA3. ZZZZZ", which means the ZZZZZ transition with the "dot" in between. We missed that dot. We both assumed the clearance was direct from ZZZZA to ZZZZZ. The ZZZ1 does not have ZZZZZ as a transition, yet it was on our filed flight plan. To add some justification for our assumption, the ZZZ1 goes way north and west before heading west. The ZZZZA SID went south of ZZZ [airport] and more direct west on course. Add that is was [early] in the morning (very light traffic plus Covid19 low traffic) we assumed we were cleared a more direct routing south of ZZZ [airport]. And the Controller gave us climb unrestricted to 12,000 which also made sense for the Direct ZZZZZ we had in the FMC. And then climb to FL340 but then stopped us at 15,000. But we were wrong. He questioned us and we discovered the actual clearance was the entire transition out to ZZZZZ. At that point he cleared us to ZZZZZ and to climb to FL340 again. No TCAS or other traffic was in the area. This was a crew error. We both were very disappointed with the mistake. We reviewed the FOM and saw our mistake. We have both done this correctly many times but the "ZZZZZ" on the filed route threw us off. No other excuse. And as the Captain I take responsibility.

## Synopsis

Air carrier flight crew reported a track deviation occurred due to misreading a changed departure clearance.

ACN: 1778688

## Time / Day

Date : 202012

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1778688

Human Factors : Confusion

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Were Passengers Involved In Event : N

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Employee was seen multiple times on gates X and Y around other employees not wearing a mask, violating the company's mask policy. On multiple occasions, he was well within 6 feet in distance from other employees talking to them. Management has briefed everyone of said company policy. Employee continues to violate said mask policy. Multiple employees have tested positive for COVID, and he has previously had to quarantine for being in contact with those employees, yet continues to violate said policy.

## Synopsis

Ground employee reported a fellow co-worker is not complying with face mask policy nor properly social distancing when around other personnel.

ACN: 1778682

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 8078.63

Experience.Flight Crew.Last 90 Days : 47.47

Experience.Flight Crew.Type : 5909.17

ASRS Report Number.Accession Number : 1778682

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related



## Narrative: 1

I was reassigned from a deadhead to ZZZ to flying a turn to ZZZ1 because the copilot called in sick with suspected symptoms of COVID-19. Reportedly he had lost his sense of smell and had a severe headache. He had already flown with Captain X that morning potentially exposing Captain to the virus. Now I am assigned to fly with Captain X potentially exposing me to the virus. I called the flight operations management, explained my concerns, he explained CDC guidelines, I told him I was uncomfortable with the situation, he told he would call me back. I got no such call. We are flooded with cautious bulletins, emails and other communications from our company about COVID-19 yet when faced with getting a flight out it would seem that's all thrown out the window. Regardless of CDC guidelines, it would seem prudent to remove anyone who is knowingly exposed to the virus from duty until verified negative or positive. Please note, I was not trying to get out of the trip, I was trying to get out of being needlessly exposed to COVID-19. I'm exceptionally disappointed with how this was handled.

## Synopsis

Air carrier First Officer reported being assigned to fly with a Captain whose previous First Officer co-pilot called in sick with COVID-19 symptoms. Reporter described concerns with management's handling of the situation stating it goes against all the guidelines delineated by the company.

ACN: 1778586

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Deplaning

Cabin Activity : Boarding

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1778586

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

On Aircraft X from ZZZ to ZZZ1 while boarding passenger seated in seat XX4 came on that aircraft with his mask below his nose and between his lips. I told that passenger his mask must come over his nose and mouth. He responded "He will try." I then offered him a company approved surgical mask that were provided by the company. He responded "No thanks." That was the first time of me asking him to put his mask on properly. During my compliant check before doing the safety demo, the mask was down again. I told him once again about the mask. That was the second time. During cabin service the mask was down again and I had to remind him once more. Once cabin service was over and passengers were given time to eat and drink, I then went around to collect trash and he was asleep with his mask down. I called out to him and he opened his eyes and I told him for the third time about his mask. Once we got to the final descent his mask was down and I reminded him once again for the fourth time. Once I told him this time he just looked at me and shook his head. This passenger and his wife, were both sick. They were both coughing without covering their cough. The couple kept coughing during takeoff, throughout the flight and landing. The coughing drew the attention of other passengers to look. People are very scared and when they hear coughing and other passengers not wearing mask properly they worry. Many verbal warnings were given.

## Synopsis

Flight attendant reported two passengers were coughing throughout the flight and not adhering to face mask policy.

ACN: 1778454

## Time / Day

Date : 202012

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Descent

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 9098  
Experience.Flight Crew.Last 90 Days : 115  
Experience.Flight Crew.Type : 9098  
ASRS Report Number.Accession Number : 1778454  
Human Factors : Confusion  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I don't know what to make of the most recent bulletin about pilot mask usage and COVID-19. To date there is no concrete directive about mask usage in the cockpit. My own policy as Captain is to direct mask usage at all times possible while in the cockpit other than while eating or drinking or obviously in an emergency while using oxygen. I believe this to be congruent with CDC guidance for when someone needs to be in close contact with

someone else who does not live with that person. This procedure is not perfect but the best I can come up with outside of pre-departure rapid COVID testing. As pilots we usually fly with new coworkers on every new trip and to date there is no way to determine that the person you are flying with is not an asymptomatic carrier of the virus. This whole situation is a failure of: The pilot group as a whole: We should do better than this Union: Our pilots are more at risk from death or injury from COVID than any other operational threat Airline: The safety protocol enforced outside the cockpit should extend inside as well, no exceptions FAA: If none of the above will take action the FAA needs to step in My First Officer on the flight associated with this report agreed in the briefing phase to comply with my directives for mask usage. During the flight I detected a problem though. I generally try to be friendly and conversational not only to pass the time in pleasant way but also to provide a comfortable environment to empower my First Officer to be a helpful partner in the flight. This wasn't to be on that flight and it culminated in my FO intentionally removing his mask on descent into ZZZ. Stating when asked about it that "It is interfering with my duties." The interference he was referring to was that I didn't hear the altitude ATC assigned and I asked him to ask ATC to confirm. I don't know how his mask interfered with ATC transmissions. I honestly think he was looking for an opportunity to remove his mask in defiance. I asked him to replace his mask and offered to work the radios if it's a problem. Later at the hotel I restated my objection to flying with someone who refuses to wear a mask and asked if that would be a problem in tomorrow's flight. He stated it would not. There were no mask issues on that flight, however it was not the most pleasant environment, quite sterile. Mask-less cockpits are dangerous. Unfortunately this is not my first time experiencing the mask resistance in the cockpit. The current guidance on this is weak and shows a lack of leadership on all involved. My experience is that a surgical type mask does not interfere with my duties, is easily and quickly removed if necessary, and by medical consensus prevents contagious droplets from dispersing to a great extent. Please enforce mask usage and prevent the sickness or death of our brothers or sisters in the cockpit.

## Synopsis

Air carrier Captain expressed a need for a concrete directive about face mask usage in the cockpit.

ACN: 1778418

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 36600

## Environment

Weather Elements / Visibility.Visibility : 0

Weather Elements / Visibility.Other

Light : Daylight

Ceiling.Single Value : 0

RVR.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Personal

Make Model Name : Light Transport

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Climb

Route In Use : Direct

Airspace.Class A : A

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 4300

Experience.Flight Crew.Last 90 Days : 40

Experience.Flight Crew.Type : 125

ASRS Report Number.Accession Number : 1778418

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

There was moderate turbulence all altitudes. I asked the prior controller to let me know when turbulence had lessened at higher altitudes so I could climb as I was at FL280. The next Controller cleared me to Flight Level 400. I confirmed the climb to 400. At about 36,600 feet I was asked by that Controller on frequency XYY.Z whether I wanted FL400 or FL360 or similar words. I remarked back that I was already cleared to FL400. He didn't respond. This Controller was very busy because everyone was asking for a different altitude. I confirmed the altitude assignment and before he even cleared me there he asked if I wanted that altitude. It was the only smooth altitude at that time. I think the best way to correct this is for the Government to get back to work and live with COVID. They were short staffed.

## Synopsis

High Performance Aircraft Single pilot reported receiving confusing instructions from the Controller and believes COVID-19 ATC staffing issues were a factor.

ACN: 1778369

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 12000

## Aircraft

Reference : X

ATC / Advisory.CTAF : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Ferry / Re-Positioning

Flight Phase : Takeoff / Launch

Route In Use : Direct

Airspace.Class E : Y

Airspace.Class G : Y

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 260

Experience.Flight Crew.Last 90 Days : 1.5

ASRS Report Number.Accession Number : 1778369

Human Factors : Time Pressure

Human Factors : Training / Qualification

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Were Passengers Involved In Event : N



When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Due to the COVID pandemic, I have not been able to fly as much but had ample time in full motion jet simulators within the preceding month. That day I was working at the airport when I was contacted to help move planes around in the area for a business because their main pilot did not show up. I was told I was to be flown to an airport and to pick up a plane from a local airport and to fly to another airport. I got to the airplane and was able to fly the airplane to ZZZ. Upon arrival at the airport, the person I was following then asked for a ride back to the origin airport on the plane I was in. I accepted and flew without incident to the airport and made a safe landing. Upon landing, I realized that I had not been passenger current for single-engine aircraft. I would not say there was a lack of proficiency, just a lack of currency. I have been in and out of simulators for jets and had no worries that I could not fly and land the aircraft safely. I was just not able to fly as often as I'd like. I think some of the main causes of this was the fact that this was sprung on me with little warning and no clear plan and I had not flown with this group of people before. It was a major complacency incident on my part and lack of proper flight planning.

## Synopsis

GA pilot reported flying with a passenger while not being passenger current for single-engine aircraft.

ACN: 1778341

## Time / Day

Date : 202012

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1778341

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Were Passengers Involved In Event : Y

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

There was a family in exit row. They were not compliant with mask policy. We asked for a Supervisor to come on board to talk with them because it is an X hour flight. We were close to push when the Sup came on. I forgot to brief the exit row. I realized it when we

were going up in the air. The Captain dinged us at 10,000 [feet]. I made sure it was safe and A made her announcement. I got up and briefed the exit row.

## Synopsis

Flight Attendant reported that they forgot to brief the exit row because the passengers were not compliant with face mask policy and a Supervisor had to speak to them.

ACN: 1778276

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Other

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1778276

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

## Person : 2

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1778279

Human Factors : Workload

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Dispatch  
Communication Breakdown.Party2 : Dispatch

### Person : 3

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1778526  
Human Factors : Workload  
Human Factors : Time Pressure  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Dispatch

### Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Crew  
Detector.Person : Dispatch  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

### Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

### Narrative: 1

Typical peak afternoon departure. Estimated 1hr late with 2 MELs, one unfamiliar. Flap system inoperative. About 25 minutes after show time finally got notice and it showed aircraft nearly fully loaded with 1 can to go. Went to aircraft and still pushed late. After engine start got ECAM flaps extended. Since flaps should have been fixed in the closed position I believed it was a problem. Maintenance believed it was an expected spurious ECAM due to the MEL. It took over 40 minutes to taxi to maintenance area, make calls to duty officer, and attempt calls to 2 tech pilots to finally have Maintenance on ground visually confirm that the notch flap on the left wing was not retracted and the ECAM warning was real. Returned to gate, tail swapped and blocked out in just under 2 hours. Nice job by everyone involved. Flight to ZZZ was uneventful until approach control informed us the Tower was closed due to COVID. We flew a box pattern while simultaneously looking at ZZZ1 as alternate (we could get there with 10,000 pounds of fuel due to Captain added fuel) and FO working ACARS to get non-Tower approval. We briefed the details and flew an instrument approach in VFR conditions to an uneventful

landing and block in at destination airport. After block in I studied the events and our crew response and believed we did an excellent job under the conditions but noted the newest FOM revision required an alternate to operate to a non-towered airport, which we did not have. The following morning, further study showed that the normally 24 hour Tower may have been closed due to COVID, but there was indeed a NOTAM for the closure which both I and the Dispatcher missed. The confusing MEL language refers to "appropriate AFM performance restrictions are applied" led to longer than necessary hunt for those in the AFM when the only restrictions I could find are in the QRH. The time I spent trying to make sure I didn't miss any restrictions could have been better spent studying the NOTAMs. The closure NOTAM was found using the iPad app. which sorted the airport closure first, while company's provided NOTAMs sorted the closure near the end next to the airport inop lighting. The requirement for the alternate seems to be a change in this **week's FOM. The missing NOTAM closure is high workload human error sorting through** pages of NOTAMs. Lowering the workload by changing the MEL to point to the restrictions rather than creating a lengthy search would have helped. Company NOTAMs should be sorted more like the iPad app.

### Narrative: 2

Flight was scheduled out and conducted a return to gate. An aircraft swap ensued and then departed. I took the flight over from Dispatcher #1 at shift change. I am unsure if the crew was given any NON-TOWER OPS info before departure. The following NOTAM came into play upon arrival: Air Traffic Control and Air Traffic Control Procedures -----  
----- ZZZ APT ZZZ SVC TWR CLOSED CTC CTAF XXY.Z  
DLY ZZZ APT ZZZ SVC TWR CLOSED CLASS D SERVICE NOT AVBL CTC ZZZ3 ARTCC .4  
PRACTICE INSTR APCH NOT AVBL DLY Did not know if the crew or the releasing Dispatcher #1 saw the NOTAM for the Tower closure due to the aircraft swap and delay that occurred. Which delayed the flight where the NOTAM became an issue. Double check NOTAM closures when flights are delayed for an extended period of time. Checked NOTAMs to verify Tower was closed. ACARSED the crew a non-tower operations worksheet and informed the crew to contact ZZZ Center for arrival procedures.

### Narrative: 3

Requested the RNAV approach to Runway XX at ZZZ. ATC cleared us for the approach and instructed us to switch to advisory frequency due to the Tower being closed (we asked and were informed it was closed due to COVID). We were not expecting this and it set in motion a need to assure we were legal to land before doing so. We discontinued the approach and requested radar vectors while working the scenario together as a crew and bringing Dispatcher in to the loop to coordinate a non tower operations approval. I worked with Dispatcher on ACARS while the Captain flew the aircraft and evaluated our fuel status, options, and game plan with me. It was a thing of beauty to be a part of as it came together quickly as we were able to print our ACARS generated non tower ops exemption worksheet that Dispatcher sent us. We asked Dispatcher if everything was in order to be legal to land. Dispatcher did a great job triple checking we had covered all our bases and assuring we got everything needed to legally land in this situation with the Tower closed. Once Dispatcher covered all bases, he informed us he had done so and we as the crew felt we had all items to be legal to land at ZZZ in this situation. Landed on Runway XX and cancelled IFR with ATC on the ground, ZZZ. Debriefed the event and felt we covered all bases to be able to deliver the freight safely and legally. Of note: We had an alternate plan in mind of ZZZ1 just in case ZZZ did not work out. Captain had flown to ZZZ recently and immediately recognized the tower being closed was an issue (normally open 24 hours) that needed to be handled before landing. First officer suggested getting radar vectors while we worked everything out together. Crew working well together lead to excellent

team work and communication to get the job done safely and legally. During the debrief in the aircraft we felt we had covered all bases. However, upon independent further study later at the hotel we both became aware and further debriefed together that we and the Dispatcher missed the NOTAM indicating the tower would be closing. Having seen it, we would have most likely discussed it with the Dispatcher and mutually decided to add an alternate to the release. We also discovered there is a recent change [in the] FOM that requires a destination alternate by clarifying that "a destination alternate is required for operations to a non-operational Control Tower airport. We had to be loaded due to a block turn back at the origin and ended up departing the station later than scheduled, which happened to push our ZZZ arrival in to the later time frame (tower closure). The aircraft swap was a CRM warmup for us working together for the next event in ZZZ at the end of the day. It was impressive how the entire team reacted to a downed aircraft and re-loaded for launch in a relatively short time. It appears we should have added an alternate to complete the "full package" of legality. Even though we had an alternate in our hip pocket and the gas to do it (thanks to crew discussion and Captain adding fuel) it appears we should have had the alternate on paper. Human factors seems to be the cause of this event. Two excellent CRM exercises in one day. Both with positive outcomes. All flights always including lessons learned and what could be done better. Regarding the non-tower ops event, the lesson learned for me is to always check the "ATC" NOTAMs just as closely as the others and it would be a great idea to update NOTAMs before departure, or enroute, or query Dispatch / Flight Ops...if significant departure delays are experienced. These times we are living and dealing with COVID certainly causes some unexpected ATC closures even including Centers. An extra vigilance for these potential closings is in order. Suggestion: possibly generate a frequently updated list (of all our destinations) to Dispatch and on news for crews, of expected ATC closures would be helpful? Bottom line: I will be continually reviewing NOTAMs in search of that one crucial piece of information that might save the day and be something others somehow missed due to Human Factors experienced in high workload and departure delayed environments.

## Synopsis

Air carrier flight crew and Dispatcher reported missing a NOTAM alerting that the destination ATC Tower was closed due to COVID-19.

ACN: 1778201

## Time / Day

Date : 202012

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1778201

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

The scanner radio room is located in a busy hallway at [location] on the X-Concourse. During peak times, many employees are accessing the scanner radio room for equipment needed for their shift. Recently a temperature check station was installed near the scanner radio room in an already busy hallway where many employees are accessing for various areas. The added temperature check station is creating congestion where six feet of spacing for COVID is not able to happen. As much, many lead kits taken from the scanner radio room are being taken off the counter and coming close to hitting people in the hallway when congestion is high during peak times.

## Synopsis

Ground employee reported that the addition of a temperature check station nearby an equipment room creates congestion, making it difficult to social distance during busy times when many people are in the hallway.



ACN: 1778193

## Time / Day

Date : 202012

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1778193

Human Factors : Confusion

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Every day for at least the last 2 months there has been a huge lack/deficiency of staffing Customer Service Representatives in the Lobby. Even when staffing looks good at the beginning of a shift, Lobby agents will be moved by to gates, Customer Service Counters, Baggage, etc. Management operates the lobby everyday below number of agents and moving agents to other areas just compounds this huge safety debacle! Management continues to open Kiosks for check in and also keeps all kiosks open which does not allow for the CDC recommended 6 foot distancing as these kiosks are not 6 feet apart!!! As our Customers check-in with their families and fellow travelers there are groups of people standing too close to each other! Lack of agents has many times created safety issues as passengers/groups checking in line up in bunches too close to the passenger currently using a kiosk. Also due to the continuing lack of staffing passengers are touching, grabbing and pulling agents to the kiosk they are at and need help checking in.

## Synopsis

Customer Service employee reported there is a lack of proper staffing in the lobby, which makes it difficult to follow CDC social distancing recommendations as passengers bunch up in groups while waiting in line.

ACN: 1778180

## Time / Day

Date : 202012

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1778180

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : Work Refused

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was the Relief Pilot on Aircraft X and during the briefing, I requested that masks be worn while I was in the flight deck because my wife has a condition that will require surgery and

I am trying to protect her and my family. I explained that I was okay with masks being off if we were eating and drinking. The Captain's response was that "It is too long of a flight and that I should have not come to work." This set the tone. He then stated I should remove myself from the trip. I attempted to contact company but was unable to reach anyone. I then called the flight operations management and requested to be removed from the trip. I was removed from the trip with a significant reduction in pay. Safety was never mentioned as a concern just the inconvenience of wearing a mask for a long period of time.

## Synopsis

Air carrier Relief Pilot reported removing himself from a flight due to a disagreement with the Captain about wearing masks in the flight deck.

ACN: 1778177

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 4000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 4

Operating Under FAR Part : Part 121

Flight Plan : IFR

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Climb

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 9918.95

Experience.Flight Crew.Last 90 Days : 182.72

Experience.Flight Crew.Type : 4570.32

ASRS Report Number.Accession Number : 1778177

Human Factors : Training / Qualification

Human Factors : Confusion

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation - Altitude : Undershoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Automation : Air Traffic Control

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

Were Passengers Involved In Event : N

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Captain had been off for 6 months. Flying First Officer new on aircraft 3 months. I was Relief Pilot #1 in corner seat. Initial clearance to climb to 3,000 feet. Then cleared to climb higher. Around 4,000 feet after flaps up, plane was in a descent and ATC asked if we were going to climb? FO put on autopilot, plane was still not climbing. Power was nowhere near full power. The other Relief Pilot #2 talked FO into moving power up by hand (manually). After quite some time we realized plane was in ALTITUDE hold. Altitude knob pushed, plane entered VNAV climb mode.

## Synopsis

Air carrier Relief Pilot reported the Captain and flying First Officer were not climbing as instructed by ATC due to inadvertently being in altitude hold during departure.

ACN: 1778160

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 13144

Experience.Flight Crew.Last 90 Days : 129

Experience.Flight Crew.Type : 9015

ASRS Report Number.Accession Number : 1778160

Human Factors : Communication Breakdown

Human Factors : Troubleshooting

Human Factors : Other / Unknown

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

#### Narrative: 1

Two back to back flights had people scheduled to work type X Aircraft gates with no (zero) type X Aircraft experience. The flight out of [Gate] XX1 at ZZZ had several maintenance items at the gate. Two or three mechanics wasted their time and our time due to lack of type X Aircraft experience. A fourth mechanic got us out of town after someone tracked him down at a different gate. Another flight took a half hour delay because no one on the ramp had ever worked a type X Aircraft. 30 extra minutes to load bags after someone that had worked a type X Aircraft showed up to help. Worse yet, no delay information was available without the cockpit being proactive. Zero communication via the gate screen in front of the aircraft (at one point it changed to the next flight on that gate), nothing in the companies message updates, no updated flight service form, no call from Local Control. Each posted delay (and there were several) was initiated by the pilot contacts. The Local Control seemed to be the last to know and blamed the delay on the baggage system. The tug driver told us it was that the employees scheduled to work that gate had no experience on the type X Aircraft. With all of the cutbacks and furloughs, we need to make sure that each gate is staffed with people that know the type of aircraft that will be parked there.

#### Synopsis

Air Carrier Captain reported maintenance and ground personnel with no experience on specific aircraft types are being utilized due to staffing cutbacks.

ACN: 1778159

## Time / Day

Date : 202012

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 903.45

Experience.Flight Crew.Last 90 Days : 36.7

Experience.Flight Crew.Type : 903.45

ASRS Report Number.Accession Number : 1778159

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I am concerned about having to wear a mask at cruise altitude while a Flight Attendant is on the Flight Deck. I feel we are putting Flight Attendant mask concerns over safety of flight concerns. If we experience a Rapid Decompression at FL 390, time of useful consciousness is measured in single digit seconds. A Rapid Decompression would be stressful, disconcerting and confusing. Now we would also have to waste a precious second or two to remove the cloth mask. If it is OK for the pilots to be mask-less in the cockpit when no Flight Attendant is present, why put the safety of the flight at risk solely for the comfort of flight attendants?

## Synopsis



Air Carrier Captain reported the requirement of wearing a face mask with a Flight Attendant on the Flight Deck is a safety concern, especially if there is an event such as a rapid decompression.

ACN: 1778147

## Time / Day

Date : 202012

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 5900

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Descent

Flight Phase : Initial Approach

Route In Use : Direct

Route In Use : Vectors

Route In Use.STAR : ZZZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 9179

Experience.Flight Crew.Last 90 Days : 44

Experience.Flight Crew.Type : 9179

ASRS Report Number.Accession Number : 1778147

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Training / Qualification

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were descending via the ZZZZX arrival with the Autopilot off - on profile and speed. FO decided to hand fly the remainder of the approach and landing and disconnected both the Autopilot and Autothrust near ZZZZ1 intersection. A minute later I looked away and when I looked again, I noticed the FO was high on profile and I mentioned that we needed to cross ZZZZ1 level at 6,000 feet. The FO increased the rate of descent and crossed ZZZZ1 level at 6,000 but then continued to descend to approximately 5,900 feet and around 250 knots - with accelerating trend. I verbalized both altitude and speed, and the FO quickly recovered both. We were soon level at 6,000 feet - 240 knots...and soon to slow to 210 knots by ZZZZ2. There was very light traffic in the terminal area and ATC made no mention of conflicts of any kind. We then proceeded to land uneventfully on Runway XX. The main contributing factor was the FO being new as well as not having flown much for the last several months. We fully debriefed everything, including what to improve on, once at the gate when duties permitted.

## Synopsis

Air carrier Captain reported an altitude and airspeed deviation during arrival. Captain cited the First Officer's lack of flying time in the last several months as a contributing factor.

ACN: 1778144

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.MSL.Single Value : 1700

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Nav In Use.Localizer/Glideslope/ILS : X RWY XR

Flight Phase : Final Approach

Route In Use.STAR : ZZZZZ1X

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 996.33

Experience.Flight Crew.Last 90 Days : 134.88

Experience.Flight Crew.Type : 996.33

ASRS Report Number.Accession Number : 1778144

Human Factors : Distraction

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

On the arrival into ZZZ on the ZZZZZ1X arrival, we were told to maintain 250 knots to ZZZZZ, cleared the approach, ILS DME X rwy XXR. We had LNAV and VNAV engaged, I recommended the FAF altitude of 1300 feet be set in the MCP altitude window, the PF, F/O agreed and I set it. The controller told us to slow to 190 knots followed by a slow now call, the F/O (first flight from a long break, several months) was a little hesitant to get it done, so I told him he could hand fly bringing the nose up to slow aside from the speed brakes that he was using, or he could use vertical speed and decrease the descent rate VNAV was currently giving him. He opted to use the vertical speed. I got a call to switch to the Tower, as I did, I got distracted from resetting the MCP altitude of 2000 feet for the mandatory fix altitude at ZZZZZ1. We crossed ZZZZZ1 at approximately 1700 feet. Recognizing this, I had him climb back up to 2000 feet until we intercepted the glide path. We were visual with the runway the entire time and the aircraft in front of us, that is perhaps the reason I wasn't giving due diligence to my approach plate.

## Synopsis

Air Carrier Captain reported an altitude deviation.

ACN: 1778141

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : I90.TRACON

State Reference : TX

Altitude.MSL.Single Value : 6000

## Environment

Flight Conditions : IMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : I90

Aircraft Operator : Air Carrier

Make Model Name : B737 Undifferentiated or Other Model

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Nav In Use.Localizer/Glideslope/ILS : RNAV (RNP)

Flight Phase : Final Approach

Route In Use.STAR : NNCEE1

Airspace.Class E : I90

Maintenance Status.Maintenance Type : Scheduled Maintenance

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 18000

Experience.Flight Crew.Last 90 Days : 120

Experience.Flight Crew.Type : 4466

ASRS Report Number.Accession Number : 1778141

Human Factors : Time Pressure

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Situational Awareness

## Person : 2

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 1331  
Experience.Flight Crew.Last 90 Days : 30  
Experience.Flight Crew.Type : 1331  
ASRS Report Number.Accession Number : 1778130

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Automation : Air Traffic Control  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Prior to top of descent we briefed the NNCEE 1 RNAV Arrival into IAH. The arrival says to plan on flying the RWY 8R transition. So we briefed the ILS RWY 8R approach. Houston Approach Control then told us to fly the RNAV (RNP) Y RWY 9 approach. The CA was the PM and told the FO he would change the approach in the FMC. After selecting the new approach the CA told the FO that there was a discontinuity at HOWLN. By selecting the HOWLN transition two separate HOWLN fixes were created separated by a discontinuity. The discontinuity appeared at the top of page two in the legs page of the FMC. So the CA brought up the second HOWLN fix and entered it into the discontinuity boxes and assumed that this action closed the discontinuity. But he never went back to page one to verify that the discontinuity was closed and he did not ask the FO to verify it as the FO was busy managing the descent. The MCP displayed LNAV and VNAV were engaged and so did the FMAs. Approach Control then said at HOWLN you are cleared the RNAV (RNP) Y RWY 9 approach. So the CA set FAF altitude of 2,000 in the MCP. The FO went through LAVSFT and at HOWLN (IAF) had me set TDZE of 100. Then we both said why isn't the airplane turning? Tower immediately cancelled our approach clearance and vectored us for the ILS RWY 9 approach. The CA was on a larger scale than the FO and noticed that the magenta line showed both the RF leg turn inbound but also extended beyond HOWLN as well and said I think I did not clean up the discontinuity correctly. The contributing factors were both pilots did not verify the legs page after the Captain cleaned up the discontinuity and the high workload environment in IMC. Additionally it was the FO's first trip in over a month.

## Narrative: 2

I briefed the ILS 8R per listed as the runway for flying the NNCEE1 Arrival. During our descent when checking in with Houston approach we were given a new runway RNAV Y runway 9. The captain put the new runway into the FMS and Verbalized he was cleaning it for the RF. **I was reviewing the approach plate and didn't verify his FMS inputs. The CA** noticed right away that the plane should be starting to turn for the RF, which ATC cancelled our approach and told to fly a heading.

## Synopsis

Air carrier flight crew reported a track deviation on the mid-approach segment due to a high workload environment coupled with the First Officer's extended period of time off.



ACN: 1778131

## Time / Day

Date : 202012

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1778131

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Taxi

Result.Flight Crew : Returned To Gate

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

As we were pushing back from the gate in ZZZ, the flight attendants informed me there was a passenger vomiting uncontrollably in the lavatory. The flight attendants also

informed me that another passenger witnessed the presumably ill passenger "throwing up in a trash can outside the airport in front of the airline drop off area approximately one hour before the flight." We made the decision to call Ops and return to the gate. When we got back to the gate the paramedics were standing by to meet the passenger. The Station Manager came into the cockpit and said, "Medical" says she is fine and wants to get her back on the airplane." Given the current environment that we are living in with COVID, we didn't feel that was the right thing to do so we left her at the gate. I told the Station Manager if she felt better in an hour and a half she could take the next flight. The flight attendants and passengers were grateful we didn't allow a sick passenger on the airplane.

## Synopsis

Air Carrier Captain reported returning to the gate to remove an ill passenger from the flight.

ACN: 1777953

## Time / Day

Date : 202012

## Place

Locale Reference.Airport : TUS.Airport  
State Reference : AZ  
Relative Position.Angle.Radial : 290  
Relative Position.Distance.Nautical Miles : 1  
Altitude.MSL.Single Value : 3020

## Environment

Flight Conditions : VMC  
Weather Elements / Visibility.Visibility : 10

## Aircraft : 1

Reference : X  
ATC / Advisory.TRACON : TUS  
Aircraft Operator : Personal  
Make Model Name : Small Aircraft  
Crew Size.Number Of Crew : 1  
Operating Under FAR Part : Part 91  
Flight Plan : None  
Mission : Training  
Flight Phase : Climb  
Route In Use : Vectors  
Airspace.Class C : TUS

## Aircraft : 2

Reference : Y  
ATC / Advisory.TRACON : TUS  
Aircraft Operator : Air Carrier  
Make Model Name : Medium Large Transport  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Climb  
Airspace.Class C : TUS

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Personal  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : Instructor  
Qualification.Flight Crew : Flight Instructor  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 5000  
Experience.Flight Crew.Last 90 Days : 60

Experience.Flight Crew.Type : 200  
ASRS Report Number.Accession Number : 1777953

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Inflight Event / Encounter : Wake Vortex Encounter  
Detector.Person : Flight Crew  
Miss Distance.Horizontal : 2000  
Miss Distance.Vertical : 500  
When Detected : In-flight  
Result.Flight Crew : Regained Aircraft Control

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Procedure

## Narrative: 1

While executing the published missed approach for the Practice VOR approach at TUS Runway 11 left, Aircraft Y departed on Runway 11 flew under the Aircraft X and continued a climb to their departure altitude. The Aircraft X encountered wake turbulence from the departing Aircraft Y at approximately the VOR location, recovered, and continued with the missed approach procedure. Extenuating circumstances were that the Tower at TUS was closed due to staffing issues, and the TRACON was handling IFR and VFR traffic into and departing from TUS. We had no direct radio contact with the departing air carrier before, or after their departure. If the Tower had been open instructions to us or to the air carrier would have prevented this close encounter.

## Synopsis

Small aircraft flight Instructor reported encountering wake turbulence from a departing air carrier that passed below them as they were executing a practice missed approach. Reporter stated Tower was closed at the time because of staffing issues.

ACN: 1777767

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1777767

Human Factors : Confusion

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Ground Event / Encounter : Weather / Turbulence

Anomaly.Inflight Event / Encounter : Fuel Issue

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Weather  
Primary Problem : Ambiguous

## Narrative: 1

My duty day started in ZZZZ. I was part of a 2-man crew, scheduled to operate ZZZZ-ZZZZ1-ZZZZ. At the time I left ZZZZ, the TAF for ZZZZ had a small period of low visibility in the forecast, which was to occur while I was on the ground in ZZZZ1, and the weather was forecasted to improve to be above CAT I minimums prior to my arrival back into ZZZZ. While on the ground in ZZZZ1, I was checking the ZZZZ weather and found out that the ceilings were WELL below CAT I minimums. I called Flight Operations for a briefing and was told the same thing. I decided to delay the flight for an hour to watch the ZZZZ weather and to "time" my arrival into ZZZZ to coincide with the forecasted lifting of the weather. Flight Operations then called me back and asked for me to delay another 30 minutes so we would arrive 30 minutes after the period of low weather in ZZZZ - I agreed, as it was a good idea. I also knew that I was currently at an outstation where I really have zero options for adequate rest if we got stuck there since we can't deplane the aircraft without mandatory COVID tests and quarantine until test results come back negative. So, in reality, flying to ZZZZ1 is really a gamble in the first place but, for sure, I knew that staying there wasn't even an option. I eventually departed ZZZZ1 at the newly determined departure time and flew towards ZZZZ. Through the use of ACARS ATIS updates as well as messages to/from the company - it was determined that the weather in ZZZZ had not cooperated with the forecast. Visibility was 125 meters to 225 meters - well below CAT I minimums. I talked with my First Officer and we decided to enter high altitude holding and set a "bingo" fuel number for us to know when it was time to have to go to the alternate airport, ZZZZ2. We burned through our holding fuel and were forced to divert to our published alternate airport. That's where the real fun began. This is the point where we found out that an alternate that looks good on paper doesn't always work in actual practice. We landed, parked in spot XX, and sat, and waited, and sat, and waited some more. It took almost an hour just to get a set of stairs brought to the aircraft - and took an equally long amount of time to get a GPU and wheel chocked so I could release the parking brake. At this point, I became doubtful that we would have the duty time to allow us to continue to ZZZZ1 - and that feeling was mirrored back to me by Flight Operations on my first phone call to them. A plan for crew hotels was then started, as well as the continued effort to contact our "handler" there in ZZZZ2. Next came the biggest issue...Customs. The handler first started telling me that we can't stay there because we can't clear customs "in their country". I reminded him that we were scheduled to land in ZZZZ, which is the same country - but he didn't care. Clearly, the thought of a crew having to get rest at this published alternate airport hasn't been approached before? Finally, after 4 hours on the ground, the handler comes to the aircraft, asks me to shut it down so he can take us to a hotel close to the airport. I complied, and as soon as I carried my personal items downstairs, I was told by that same handler that it would be another hour before customs can clear us and to please wait on the aircraft - which was now shut down. I opened the aircraft again and that's where we waited for almost 2 more hours before the handler came back to tell us that there is 100% no way we were gonna clear customs there at that airport. At this point, we had absolutely no choice but to stay on the aircraft. After talking it over with my crew, we decided that the only option would be to depart ZZZZ2 as soon as we were legally able to do so - even though sitting on the aircraft isn't actually "rest" - we had no other options. I talked with Flight Operations and they told me that we could depart at XA:00Z, which was another 3 hours from then. Out of lack of better ideas, we agreed, got the plane ready, and blocked out at XA:01Z for ZZZZ. The real point in this report is to illustrate that so many of our flight plans might look OK on paper, but when it comes time to actually put contingencies into practice, the plan immediately dissolves - leaving crews stranded without the ability to legally continue

operating, and without the ability to obtain legal rest. Vetting of our "approved alternates" certainly needs to take place. Not properly vetting filed, "approved," alternate airports to facilitate crew egress between aircraft and legal rest facilities. Worked tirelessly with the ZZZZ2 handler to try to secure rest facilities for my crew. When that failed, I worked with my crew and with Flight Operations to determine when we could "legally" leave. Time and manpower needs to be put forth in this company to actually find out what processes would need to take place at alternate airports or at intermediate stops to allow crew members a place to get safe, legal rest when needed.

## Synopsis

Air Carrier Captain reported a delay due to weather at an international location resulted in crew rest issues. The Captain also stated they decided to not deplane the aircraft during the delay due to the requirement of having to take a COVID-19 test if they left the aircraft.

ACN: 1777766

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Mission : Cargo / Freight / Delivery

Flight Phase.Other

## Component

Aircraft Component : Wing Fueling Panel

Aircraft Reference : X

Problem : Improperly Operated

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

ASRS Report Number.Accession Number : 1777766

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Fuel Issue

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Overcame Equipment Problem

## Assessments



Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

We began our duty day at XA30 Z on date in ZZZZ, for a flight to ZZZZ1, continuing to ZZZ. Upon arriving in ZZZZ1 the ground handlers removed existing pallets and started loading the outbound cargo, before fueling started. Approximately 30 - 45 minutes later we had about a 16 ton imbalance with all of the fuel in the left wing tanks and center tank, and fuel was venting overboard, after the fuel spill clean up the fueling process resumed and again stopped due to the mechanic onboard the flight was not experienced on the aircraft type, and could not figure out how to operate the valves and transfer fuel to the right wing tanks. With us as the flight crew not allowed to exit the aircraft in foreign country, had no other option but calling [company], and keep them in the loop. At this time we are approaching our duty limit for the day in order to reach ZZZ, and we all agree to extend our day by X hours to get the job done, as described in the FARs. Numerous calls are being made to Dispatch, Maintenance Control in order to find help for the Mechanic who is outside supervising the fueling. Again we are approaching our duty limit, and calls are being made to Director of Operations Control, who hung up the phone on the Captain and to the Duty Officer who hung up the phone twice. What we were trying to accomplish was if the company had a contingency plan, or a plan B for us. As we had discussed this earlier, and rather sleeping on the aircraft, we were thinking more like proceeding to either ZZZZ2 or fly back to ZZZZ to rest, which was denied by the Duty Officer. We ended up spending the night on the aircraft, and after the curfew was lifted in ZZZZ1 we were able to get the required paperwork and fuel for departure. Finally arrived in ZZZ with no issues almost XX hours after the duty day had originally started. Would like to add that ALL phone conversations to operations control, maintenance control, Director of operations control and Duty Officer were made using speaker phone and was heard by the entire crew on the aircraft. [Caused by] inexperienced Mechanic operating and supervising the fueling process. The company needs to have a contingency plan, and plan B. By changing the scheduling procedures, have a dedicated crew fly between ZZZZ - ZZZZ, and use heavy crews for the rest, and provide better training for maintenance personnel in order to understand the aircraft type refueling process.

## Synopsis

Air carrier First Officer reported that a ground delay caused by fueling imbalance resulted in the crew approaching duty time limits. Due to the foreign country's COVID-19 restrictions and company procedures, the crew had to remain on the aircraft for required rest.

ACN: 1777765

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZZ.ARTCC

State Reference : FO

Altitude.MSL.Single Value : 33500

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Nav In Use : FMS Or FMC

Flight Phase : Cruise

## Component

Aircraft Component : MCP

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1777765

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Relief Pilot

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1777755  
Human Factors : Human-Machine Interface  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

## Narrative: 1

Prior to entering the ZZZ Center airspace, during cruise at FL330, I had just returned back to my seat as "as pilot monitoring" after using the rest room. As a matter of practice, I read aloud the FMA parameters (which all appeared normal), upon taking my seat and assuming the role as "pilot monitoring." Immediately after that, the Captain had also returned back to his seat as "pilot flying" from his rest break, and exchanged his position with the IRO who had been occupying the captain's seat as the "pilot flying" during the captain's break. At that time the Captain noticed that the aircraft had momentarily climbed to and leveled off at an indicated altitude of 33,500. The Captain immediately commenced a descent and returned the aircraft back to its original altitude of FL330, without any further consequence. We had become aware of the altitude when the Captain brought it to our attention in the cockpit. However, it was on the following day in ZZZ1 during my deadhead trip, that the captain recollected the event details and informed me that we had a deviation that may warrant the filing of a report. I believe that the aircraft may have climbed 500 feet and leveled off by the inadvertent touching of the altitude selector knob, either by the handling of the clipboard or by using disinfectant wipes in close proximity to the FCP, by one of the crew members, while getting in and out of the seats. None of the crew members is sure of what caused the movement of the altitude selector knob and the gain in altitude. The Captain immediately commenced a descent and returned the aircraft back to its original altitude of FL330, without any further consequence. As crew members, we were all equally surprised by the inadvertent deviation in altitude. Exercising greater level of situational awareness by all crew members, increased monitoring of the FMA, especially during the exchange of pilot seats and exchange of pilot roles while commencing and ending of crew rest periods. Exercising extreme care during handling of clipboard and using disinfectant wipes in vicinity of FCP during flight.

## Narrative: 2

Aircraft wandered off of assigned altitude in excess of 300 feet in cruise flight. [It was identified] when the Captain pointed it out. Mountain waves and or FO accidentally bumping the VSI or altitude pre-select while cleaning/sanitizing the FCP [may have caused it]. I confirmed that the altitude was off the assigned, and needed to be corrected immediately. Advise all flight crews to use extreme caution when moving things around or cleaning the FCP inflight.

## Synopsis

Air carrier flight crew reported an altitude deviation after the altitude selector knob was inadvertently moved. The flight crew stated the use of disinfectant wipes on the control panel may have been a contributing factor.

ACN: 1777761

## Time / Day

Date : 202005

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Mission : Cargo / Freight / Delivery

Flight Phase : Parked

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1777761

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Relief Pilot

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1777793

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Flight Crew  
When Detected : Aircraft In Service At Gate  
Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Company Policy  
Primary Problem : Airport

## Narrative: 1

In ZZZZ loading was taking too long so I stopped our duty day because at our arrival point we would be over our legal XX hours. I asked the company for hotel rooms for the crew. The Handler informed us we would need to stay in a government designated hotel and undergo COVID-19 testing or stay on the airplane. We chose the hotel. The handler and a [company representative] informed us the immigration service of foreign country denied our crew entry into the country and we were not permitted to leave the airplane. I asked the Directors of Operations, Safety, and Standards, and the Chief Pilots if this would be legal Rest for our upcoming Part 121 assignment and got no response from any of them prior to our new (after minimum rest time) departure time, so I asked my crew if they felt safe to fly and they all said yes, we departed. We were in a foreign country subject to our Handler's communication with local immigration officials and them informing us what we could or could not do. We were even warned not to leave the aircraft by the handler to walk over to our other company airplane on the ramp as it could subject us to serious consequences if we were detected by Immigration. When we realized we had no alternate other than to obtain our Rest on board the aircraft A lack of planning on company Operations part in terms of how the Crew would be provided with normal hotel rest facilities should they get stuck in this location as we did. Even if you book a hotel if Immigration won't let you leave to go to it it is of no use. I kept my crew 100 percent in the loop as to all communications and any of them were free to decline the 121 assignment after we obtained Rest on the airplane. All of them told me they felt safe and were ready to fly. Plan for more than adequate time to load an airplane at this location. X.X hours were allocated obviously that was not nearly enough.

## Narrative: 2

Though we were as a flight crew rested, alert and fully capable of conducting the flight safely, local authorities had denied our entry into the country. We were forced to obtain rest prior this leg in the aircraft. Again, to restate; we had no choice other than to stay in the aircraft during our rest period. Our choice was originally to be tested for COVID-19 and risk quarantine to obtain **adequate rest in the hotel. I personally witnessed company's** efforts to get us into a suitable hotel. Those efforts were denied by local officials as relayed through emails from our handler. We were aware prior to the flight that it would be necessary to depart after resting in the aircraft. 1) Mechanical delay departing ZZZZ on previous leg. 2) Failure of our handler to obtain rights to enter the country to ensure proper rest facility. All attempts were made to complete the flight within the originally scheduled duty day. We even suggested a shorter flight time to a different destination for a crew change. All efforts made by the crew were denied by the handler. Explain to the customer / handler that it will be necessary to obtain permission for the crew to stop enroute for a crew change if the loading is delayed. Please note here that the load being

stopped and the crew departing within the appropriate duty day was an option given to the handler. The choice was made to continue with the full loading of the aircraft.

## Synopsis

Air carrier flight crew reported that they had to get their required rest on the aircraft instead of at a hotel. The flight crew stated that although they had agreed to take a COVID-19 test to stay at the hotel, the foreign country's immigration service did not allow them to leave the aircraft.

ACN: 1777754

## Time / Day

Date : 201908  
Local Time Of Day : 1201-1800

## Place

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

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X  
ATC / Advisory.TRACON : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : MD-11  
Crew Size.Number Of Crew : 3  
Flight Plan : IFR  
Mission : Test Flight / Demonstration  
Flight Phase : Takeoff / Launch  
Airspace.Class C : ZZZ

## Component

Aircraft Reference : X  
Problem : Failed

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1777754

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Deviation - Speed : All Types  
Result.General : Maintenance Action  
Result.Flight Crew : Returned To Departure Airport

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Aircraft

Narrative: 1



The aircraft had been sitting for a great length of time so it was decided the aircraft should be test flown prior to its first revenue flight. During the initial checks, the radar system failed the test cycles, so the discrepancy was noted in the logbook and maintenance was performed (approximately one hour). All other checks were satisfactory. Taxi normal. Initial takeoff normal 80-kt call normal. At approximately 110 kts I noticed my airspeed indication had blanked. Taxi was indicated in the window. I glanced to the right the FO (First Officer) indications appeared to be normal. We were rapidly approaching V1/Vr 135 kts so I elected to continue. V1/Vr was called and I rotated at a normal rate after the nose wheel left the ground my airspeed tape reappeared; however, the indication was approximately 90-100 kts with visual stall indications. No shaker. Positive rate was called and the gear was raised. At about 100 feet. I transferred control to the pilot monitoring. I had IAS comparator in the PFD and multiple levels one and two alerts. SEL Manual Feel Sel Fadec ALTN (3). A combination of those alerts drives the user to "Refer to Emergency Non-Alert procedure- AIRSPEED UNRELIABLE." I called to the pilot in the OBS seat to get the QRH out. I was also handling multiple radio calls. Notified ATC that we had issues with airspeed indications and erratic altimetry issues and to keep us within 20 NM of ZZZ and that we would be returning to ZZZ. The FCP was blanking on numerous occasions we were cleared to 10,000 ft however the altitude window would blank on occasion. Between 6,000-7,000 feet we were trying to ascertain what readouts were accurate as the right-side airspeed was giving erroneous indications altitude readouts seemed erroneous as well. Captain side was reading 90 kts FO side 270 knots standby 230 kts. I asked for a ground speed readout from ATC 380 kts was the response. Then as we leveled at 10,000 feet my airspeed and altitude indications returned to normal as did the FOs. We returned to ZZZ with no other issues. Blocking in Maintenance noted two ADC failures generated by the CFDS below 300 feet.

## Synopsis

MD11 Captain reported that at approximately 110 knots a loss occurred of both ADC computer/inputs below 300 feet.

ACN: 1777706

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Route In Use : Direct

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1777706

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1777707  
Human Factors : Workload  
Human Factors : Time Pressure  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Security  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

## Narrative: 1

While I did perform a visual inspection of the flight deck in accordance with FOM requirements on all flights departing the US to Country X, I never received or completed a search form. I realized this about halfway to our destination. I called the flight attendants and asked them if they'd performed a visual inspection during their pre-flight, to which they responded in the affirmative. I also called ground handlers in ZZZ when I got to ZZZZ. The gentleman confirmed with me something along the lines of, "the cleaners perform the search of the cabin while they're cleaning and disinfecting the aircraft." This was a "turn around" with maintenance items that needed addressing and [aircraft] disinfection that needed accomplishing, so some task saturation. Furthermore, my normal routine is typically to trade the Gate Agent's paperwork with my completed security sheet. With the auto passenger count closeout, that moment is no longer consistently there. I think we could benefit a lot from some more standardization (pilots, flight attendants, and Customer Service) regarding the completion of the security sheet. With the new below wing ground handling and the new procedures in ZZZ, there are changes in the way aircraft are turned and the people I interact with. I will most likely remind myself and my crew about the security sheet during my Pre-flight Briefing when I mention passports. This way, verifying the paperwork is received and goes out the door can be a collaborative effort.

## Narrative: 2

When airborne on our flight to ZZZZ the Captain realized that he didn't receive, fill out, and return the paperwork saying that he did the security sweep of the aircraft. He did perform the sweep when we first arrived at the aircraft and asked the Flight Attendants to see if they did their sweep as well. They also performed the sweep. When we landed in ZZZZ my Captain called the ground handlers and explained the situation and confirmed that he did the sweep. Our plane arrived late into ZZZ. We had to do a quick turn and wait for cleaning to [sanitize] the aircraft before our crew and passengers could get on the plane. Maintenance had to be performed on the aircraft. A lot had to be done in a short time. On the quick turns everyone needs to slow down and make sure they are doing

**things correctly even if it means we won't get out on time. If the Gate Agent, Flight Attendants or Pilots took time to remember the security sheet then it would have been filled out and given back to be filed.**

## Synopsis

Air Carrier flight crew reported failing to complete the security sheet due to pre-flight work overload that now includes the added task of ensuring the aircraft was sanitized.

ACN: 1777663

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Parked

Route In Use : Vectors

Route In Use : Direct

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Deplaning

Cabin Activity : Boarding

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1777663

Human Factors : Situational Awareness

Human Factors : Physiological - Other

Human Factors : Communication Breakdown

Human Factors : Workload

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During boarding procedures a passenger was advised of the mask wearing requirements, nose/face. Flight Attendant (FA) advised passenger nose exposure to FA B who also had to re-advise passenger. Passenger appeared disgruntled about requiring nose coverage and Gate Agent advised she also had words with passenger with same response. FA B advised **Captain of passenger's position against compliance. Prior to door closure the Gate Agent was present in case passenger removal was necessary.** An announcement was then made saying "non-compliance passengers were noticed and removal option would be used for non-compliance." Passengers were advised they had an agreement at ticket purchase this had been clear this was not an optional requirement for flight. Using this method passenger realized this wasn't a joke and removal would occur. Captain advised FA B to do walk through for compliance and removal before door closer option. This passenger had been advised over 3 times by 3 different individuals with non-compliance results and now aware airlines was serious about compliance. Entire plane was compliant during walking through and continued flight. During entire flight passenger continued to pull mask off nose and appeared disgruntled. Passengers around passenger kept saying "FA caught you again each time" so passenger then laughed like it was a game. We are to "inform" at this point, which continued at every walk through, "not enforce ." This was a constant occurrence during flight. After arriving and during departure this non-compliant passenger stopped and made rude remarks to FA A. FA B went to Gate Agent during cleaning to **advise of this passenger's attitude and non-compliance** so Gate Agent could make a note for future travel. This passenger felt he was not going to wear mask as required. FA B advised gate agent row and seat area and agent opened up the location and verified **passenger's information. Due to constant resistance FA felt safer not to confront** passenger directly. During 3 points this party was given clear instructions on mask covering requirements and possible travel denial. They continued during every stage with 4 different advisory points pre-board at gate, boarding (flight attendants), flight introduction (Captain's announcement) and inflight (flight attendants). With actions [during] deplaning this passenger let FA A know that they were above this rule.

## Synopsis

Flight Attendant reported a passenger would not comply with face mask policy throughout flight.

ACN: 1777619

## Time / Day

Date : 202012

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1777619

Human Factors : Situational Awareness

Human Factors : Distraction

## Person : 2

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

ASRS Report Number.Accession Number : 1777261

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

#### Narrative: 1

Normal (very early) departure. We taxied out, ran checklists, lined up for takeoff, when I added power, we got the takeoff configuration warning horn. We both saw immediately the flaps were not set. I notified tower we needed to exit the runway. Exited the runway at the first taxiway. I don't think our ground speed got above 25-40 (?) knots. Set the flaps, re-ran the before takeoff checklist, notified the Tower ready, and completed the flight normally. Haven't been flying as much as normal. First flight, very early morning. Possible distraction(s). This is a humbling event. I don't think I've done it in X0 years of flying. There was nothing specific that I remember, but something interfered with our regular routine or "flow". I did the "after start" checklist and missed it, and we both did the "before takeoff" checklist aloud and missed it. I thought I was checking the position and the indicators carefully, but obviously I need to be more stringent, and will be in the future.

#### Narrative: 2

When cleared for takeoff, and starting to line up and advancing throttles, a configuration aural warning activated because the flaps were in the up position. Neither of us realized the flaps in the incorrect position before taking the runway and I immediately took control of the aircraft and returned the thrust levers to the idle position, disconnected the auto throttle and cleared the runway, never exceeding 10-12 knots (still at taxi speed). Once clear of the runway, I commanded the flap lever to 1 and first officer moved lever to 1 and we got the green light. Ran the entire before takeoff checklist again and was cleared back onto runway for an uneventful takeoff and climbout. I had completed a 3 day trip late the previous night and this was an early XA30 departure time with minimum required rest. I stayed at the hotel and was interrupted in my sleep routine at around midnight by a noisy neighbor conducting a phone call in the room next to mine. Maybe I wasn't fully rested and still a little groggy. My expectation was that the flap lever was placed to 1 after engine start and I was used to that routine so I didn't register that the flaps were not in the correct position. This was the first time this has occurred for me. Only suggestion is to double and triple check all items, especially configuration items, and to use the crew concept better.

#### Synopsis

Air carrier flight crew reported not setting the flaps resulting in a takeoff configuration warning on takeoff roll.



ACN: 1777614

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1777614

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

Were Passengers Involved In Event : N

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During the crew brief we discussed the departure procedure and I selected LNAV on and confirmed it was armed via the PFD. After a maintenance issue at the gate and a rushed before takeoff checklist during a short taxi we took off. Shortly after takeoff, ZZZ tower asked why we didn't turn. Confused I looked at the PFD and LNAV was not operating. I told the Captain to turn in the correct direction and moved the heading bug to the correct heading. We don't know how or why LNAV disengaged after we both confirmed it was armed in the brief. Rushing the before takeoff checklist caused us not to verify everything in the MCP/ND check so we don't know if LNAV was still armed at takeoff. Other than training in the aircraft type simulator, I have not flown since early November. The Captain only has X00 hours in the aircraft. Suggestion - Don't rush the before takeoff checklist.

## Synopsis

First Officer reported LNAV was not engaged during departure resulting in a track heading deviation.

ACN: 1777570

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 4000

## Environment

Light : Daylight

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Route In Use : Vectors

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : Small Aircraft

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Experience.Flight Crew.Last 90 Days : 106

Experience.Flight Crew.Type : 22000

ASRS Report Number.Accession Number : 1777570

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Automation : Aircraft TA

Detector.Automation : Aircraft RA

Detector.Person : Flight Crew

Miss Distance.Vertical : 1000

When Detected : In-flight

Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Ambiguous

## Narrative: 1

We were at 4,000 feet on a vector to final about 15 southeast of ZZZ when a TA came up on TCAS on the nose co-altitude. Right after it came up we were given one more turn to join final for [Runway] XXL. In the turn the TA became a descending RA and we complied per the maneuver's section in the QRH. We descended about 800 feet and finished the turn at which time we were Clear of Conflict. As we leveled the wings we saw the traffic go by our right wing a little high as they were still at 4,000 feet, appearing to be no more than a half mile away. It appeared to be a smaller GA aircraft but went by quickly. We told ATC we descended for an RA, at which time he said to just maintain 3,000 feet. He seemed unconcerned and asked no questions nor gave us any information. We never received a Traffic Advisory call prior to the initial TA. The Controller was busy, but did not seem to be swamped. Maybe staffing as a result of COVID-19 is a factor.

## Synopsis

Air carrier Captain reported a TA/RA on initial approach and believes ATC staffing may have contributed to the event.

ACN: 1777563

## Time / Day

Date : 202012

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 11000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission.Other

Flight Phase : Descent

Airspace.Class B : ZZZ

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 13

ASRS Report Number.Accession Number : 1777563

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Training / Qualification

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Anomaly.Inflight Event / Encounter : Fuel Issue

Detector.Person : Air Traffic Control

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Landed As Precaution

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

ZZZ TRACON planned to surrender their ZZZ1, ZZZ2, and ZZZ3 sectors to ZZZ ARTCC initially around XA:00 pm local due to facility cleaning of a COVID-19 positive. Area X (controllers and management) objected to the proposed time frame and was able to push the event back to around XD:00 pm local. Shortly before the XD:00 pm acquisition of airspace from ZZZ TRACON, we learned that there would be no radar service to any of the City satellite airports. We were given the following stipulations: No IFR service to ZZZ4, ZZZ5, ZZZ6, ZZZ7, etc. No VFR Flight Following will be provided in ZZZ TRACON's airspace. Any IFR aircraft not willing to cancel IFR and proceed to their satellite destination VFR without any radar service from ATC will be kept out of ZZZ TRACON's and offered an alternate airport for landing in ZZZ Centers airspace. At XI:04z, ZZZ2 ARTCC called ZZZ ARTCC Sector XY to coordinate a possible emergency situation with Aircraft X. The aircraft (a type) was originally off of ZZZ8 to, as ZZZ1 ARTCC stated, "Somewhere in the midwest" but changed his destination to ZZZ4 because a service center was located there. The issue affecting the flight was with a fuel pump trying to incorrectly pump fuel to a wing (or tank) that it wasn't supposed to. This was not an emergency at the time but serious enough to change the destination and have the aircraft inspected by maintenance. At XI:07z, the aircraft checked on with ZZZ ARTCC sector XY. As the situation developed, it was discovered through management that if the pilot declared an emergency, it would have no impact on the reduced level of service he would receive from ZZZ TRACON enroute to ZZZ4. Shortly after this time, I relieved CPC [Name] at [Sector] XY and began working the sector. Upon realizing the possible developing situation and the corner that I was being put in, I declared to continue under Article 65 of the 2016 FAA/NATCA CBA. My experience painted a picture of a night time, single-engine and (possibly single pilot), IFR flight being operated in IMC, with a fuel pump issue that likely could become an emergency situation, wanting to land at an airport that would have no radar service for the last 45 miles of flight; IFR or VFR. At some point Management requested the pilot provide an alternate airport. In a brief discussion with the pilot on the frequency, I suggested ZZZ because in my mind, it's the only airport that would have any kind of radar service. As the pilot reluctantly continued on to ZZZ4, he was forced to descend to find VFR conditions. It wasn't until he broke out of the clouds below 4,000 feet that he announced he could continue VFR. This now meant that this aircraft had to fly the last 45 miles to ZZZ4 at 3,000 feet. Any level of safety that altitude provides to an aircraft (in distress or otherwise) was forcibly sacrificed. Additionally, to remain clear of the Class Bravo, the flight was vectored to the east of side of the city toward the ZZZZZ way point and then northbound. The pilot mentioned his plan was to fly north from there and then turn west toward ZZZ4 and call the tower when he got 10 miles out. This added additional miles and flight time to the situation. Again: Single-engine (possibly single-pilot), night, IMC, with a mechanical issue and no radar service. At XI:33z, the pilot informed me that he could proceed VFR to ZZZ4, and radar service was terminated by ZZZ ARTCC. Other factors during this ZZZ TRACON COVID cleaning period: VFR aircraft off of ZZZ4 enroute to ZZZ9 could not maintain VFR and needed a short range IFR clearance with an RNAV approach clearance. Volunteer (call sign unknown) aircraft inbound to ZZZ9 requested and received radar vectors to the ILS [runway] X approach. Finally, at the end of the cleaning period, ZZZ TRACON suggested that ZZZ ARTCC just keep the airspace for the rest of the night which was agreed to by ZZZ ARTCC. Consider the impacts of Covid-19 cleaning, not to just the affected facilities but also the flying community.

## Synopsis

Center Controller reported underlying TRACON went ATC Zero for COVID cleaning, and described the problems associated with getting an aircraft to a diversionary airport without TRACON services.

ACN: 1777561

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Developmental

ASRS Report Number.Accession Number : 1777561

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

I was the D-Side for approximately 1-1.5hrs when ZZZ Approach went ATC Limited with Tower only open from 1800-2000 local time for COVID cleaning. It was clear from before ZZZ went limited that the contingency plan was lacking, and controllers were brainstorming on the fly how we would handle the situation. In the period of 2 hours, I would estimate we had 15 arrivals into ZZZ1/ZZZ2/ZZZ3. It seemed like an abnormally busy time. I do not believe there were any losses, however there seemed to be a complete failure of planning/explanation/preparation provided to us controllers on how to best handle the situation and what we could expect. Many aircraft experience lengthy delays with several getting low on fuel. I would recommend for better contingency plans and better preparation for controllers when such an event is to occur.

## Synopsis



Center Developmental Controller reported a Tower went ATC Limited and the confusion that ensued with determining how to handle the situation. Controller cited lack of planning, explanation and preparation as contributing factors.

ACN: 1777558

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 23900

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 5

ASRS Report Number.Accession Number : 1777558

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

The aircraft listed entered my airspace without coordination. I previously reported dozens of airspace violations directly to management. Management has recently changed its stance, and they now view a violation of my airspace as a performance issue on my part. It is their stance I am to watch all surrounding sectors and prevent other controllers from failing to do their job. I will now be reporting these airspace violations here instead to preserve my career. Also worth noting, the Controller that violated my airspace was working their first session after XX days off of COVID leave, and was working a higher volume of traffic than they could handle with the rust of being off so long. Controller did not have a D-side or any other support. The supervisor was apparently unaware of the traffic volume, and I walked over to ask him to monitor Controller. Bring back the safety and reporting culture. A controller should not have to choose between complying with a mandatory reporting requirement or losing their job, especially when it isn't that controller failed to comply with regulations.

## Synopsis

Center Controller reported multiple airspace violations resulting from hand-off issues with adjacent sector controllers.

ACN: 1777548

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Route In Use : None

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Route In Use : None

Airspace.Class B : ZZZ

## Person

Location Of Person.Facility : ZZZ.TOWER

Reporter Organization : Government

Function.Air Traffic Control : Ground

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 2

ASRS Report Number.Accession Number : 1777548

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Air Traffic Control : Provided Assistance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Our facility has been back on a normal schedule for around 2 months now but we are operating extremely short staffed due to the amount of people out due to the pandemic. This is forcing those of us that still come to work to work harder. I was working GC and LC combined since this is now the "new normal." I commented to the CIC who was also working FD (pre-pandemic we would have had a Supervisor a GC, a FD, and a LC). "Why did the TMC switch flows when we have a 7 knot tailwind?" He agreed that it was an early call but this happens a lot and I believe it happens because ZZZ TRACON is still on 5 days on and 5 days off and they don't have the staffing to open positions which is causing ZZZ to operate in a way that I believe introduces more risk. On the west side we normally have three runways but one is closed due to a construction project, and numerous taxiways are closed as well. In a north flow we are forced to land on Runway XXR when we would normally not do this and the East side keeps all the departures. This causes the situation that happened to me. Aircraft X goes around and I issue the standard 340 and climb to 3,000, he went around due to the tailwind. I then issue instructions on GC to alleviate a conflict there. I then notice a suppressed data tag of a west bound departure off of the west side (Aircraft Y), and issue Aircraft X a further turn to 270 and coordinated with the departure controller. The suppressed data tag was a huge factor in me not seeing the east side departure heading west, and the conflict on GC was another distraction. ZZZ TRACON needs to return to a normal schedule so they can staff their final monitor positions. ZZZ does not need to be departing west bound departures off of the east side when ZZZ1 TRACON is landing XXR, especially when the weather is marginal like it is today. Additionally, ZZZ TRACON does not need to be landing XXR at all, because that forces us to depart XYL which involves multiple crossing on Runway XXR (more risk). ZZZ TRACON needs to land the normal arrival runways and if they can't do this due to their staffing then they need to return to a regular schedule. Most of us here are fed up with what is being asked of us and the safety of the system is quickly eroding to appease the users demands and ZZZ's TRACON staffing.

## Synopsis

Controller working Ground and Local combined reported a conflict resulting in an aircraft having to go-around. Reporter stated Tower does not need to be departing westbound aircraft off the east side of the airport.

ACN: 1777484

## Time / Day

Date : 202012

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : Mixed

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1777484

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Weather  
Primary Problem : Airport

## Narrative: 1

Well, fatigue did play a role. It slowed us down. Earlier the hotel we were at started with construction outside at XA:00 am. This flight was already an hour late, and it was XO:30 pm at night before we could even taxi. I might also need to use the tools the Ipad has to draw a taxi route when I am not super familiar with the airport. Yes this is a hub for us, but the deice pad was in a place I [had] never been to. The First Officer was also overly concerned about cleaning the aircraft flight deck due to the COVID virus, as we changed planes from an earlier flight. I was having a slight reaction to the spray as I breathe it in, which gave me an allergy response. I had to step out of the flight deck for a few minutes. So my pre-flight taxi brief was lacking and I should of and will going forward instruct my future First Officer's that I need the extra set of eyes outside. On top of that, I will send an email of my concern for the proper use of this spray. We don't have much guidance on it. After being de-iced on the X taxi pad area, we were given taxi instructions to cross Runway XXR-XXL at Taxiway F, but the instruction to get there was a little vague because we started on Taxiway H. Because the ground being covered by snow, the taxi signs became the primary way to identify the taxiways, the painted tarmac signs were covered by snow. I believed I passed Taxiway F because the sign was further away and I was distracted because the First Officer was having difficulty with the de-ice checklist and holdover times. I then (most likely) made a left turn on Taxiway Bravo and right turn down Taxiway V. While on Taxiway V and approaching the intersection of Taxiway Y & V, I made an all stop as I was confused and approaching two runway intersections. I saw I went past Taxiway F and then had to get my bearings where I was. I declared to the First officer that I was lost and needed help. Once I figured out where I was, ground control gave me a new set of taxi instructions. The ground controller did not seem to be too concerned about the taxi deviation. However, at the time the confusion was real and I did not want to cross a runway without figuring out where I exactly was. After this I brought CRM back into the game and had a frank discussion with the First Officer. I told her that I can't taxi the plane and look up deice holdover data at the same time, and that the current issue is that we don't have much time to mess around with since we only used type 1 fluid (15 min). I then asked her that it looked like it stopped snowing anyways, so would she agree or disagree to that assessment? She did so we proceeded to taxi to takeoff.

## Synopsis

Air carrier Captain reported a taxiway incursion and cited fatigue, weather and signage issues as contributing factors.

ACN: 1777460

## Time / Day

Date : 202012

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Other

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Flight Phase : Takeoff / Launch

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1777460

Human Factors : Time Pressure

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Rejected Takeoff

Result.Air Traffic Control : Issued New Clearance

## Assessments



Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

Just clearing the bridge prior to Taxiway 1 we were cleared for takeoff Runway ZZR at approximately XA00z for an on-time departure. After brake release and prior to 80 knots our takeoff clearance was canceled. We aborted departed [Taxiway] 1X and were instructed to hold short of [Taxiway] 1Y for 45 minutes both engines running (vaccine on board) and wait for departure control to resume duty (allegedly COVID cleaning). Tower and ATC need to coordinate their operations. We shouldn't be getting a takeoff clearance cancellation after brake release. Over 80 knots we may have had to press anyway as opposed to a high-speed abort putting everyone in a precarious position. Since company is the only significant operation during the AM push in ZZZ there isn't any legitimate reason ATC isn't aware and able to accommodate our operations.

## Synopsis

Air carrier Captain reported performing an aborted takeoff after getting takeoff clearance cancelled during the initial roll.

ACN: 1777423

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : PIT.Airport

State Reference : PA

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : IMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 900 (CRJ900)

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

ASRS Report Number.Accession Number : 1777423

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Were Passengers Involved In Event : Y

Result.General : Police / Security Involved

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While boarding for our ZZZ-ZZZ1 flight, the Fwd FA came into the flight deck to tell us about a rude passenger. Passenger boarded the plane without wearing a mask and took a seat in X1. The Fwd FA approached and reminded passenger about the required mask policy. Passenger reluctantly complied and as the FA turned to walk away, the passenger called her an "[expletive]". After the FA informed us about this, I first asked the FA if passenger is being disruptive. The FA stated that passenger was not. I then asked if she would like me to go speak to the passenger. The FA stated that was not necessary. Finally, I asked if she would like me to request a customer service representative. The FA again said no, the situation is under control and she would let us know if the problem continues. I messaged my Dispatcher to keep them in the loop of what was said. We pushed, de-iced, and while taxiing to our assigned runway, I asked the FO to call and make sure there were no further issues in the back. The FA stated that the passenger had fallen asleep, so we elected to continue. About mid-way through the flight, the Fwd FA called up and stated that the passenger had woken up and was starting to cause some disturbances. The FO was already the PF and I asked him to take radios as well. The passenger asked for a cup of water so passenger didn't have to wear the mask because she was "drinking". The FAs let this go on for about "30 minutes" (quoting them) and the passenger had not drank any of the water. Passenger again was non-compliant with the mask and both FAs asked passenger three times to wear the mask. At this point, I sent another message asking for a customer service representative to meet us at the gate in ZZZ1 and explained to the Dispatcher everything the FAs had told me. About 5 minutes after that, the Fwd FA called up again. Again, I told the FO his controls, his radios. The FA then explained that the passenger was now starting to "scream" on the plane and yelled very loudly, "#@%^! I'm not from [foreign country]!" While doing this, proceeded to flip off both FAs. I again messaged our Dispatcher with this information and now requested Security along with the customer service representative. The FAs and I talked back forth regarding passenger danger level. The passenger was remaining in the seat and making no other threatening gestures, so we did not see the need to declare an Emergency. We continued the flight to ZZZ1 with no further incidences. After landing, I had the FO call Ops just to make sure a customer service representative and security were waiting for us at the gate. Upon arrival into the gate, a customer service representative and security officer where indeed right there. The customer service representative immediately came onto the plane and removed the passenger. The FAs did not make any indication and no one told me they suspected the passenger was drunk. Seems as if passenger was just a genuinely disturbed person. We probably should have gotten security or customer service involved at ZZZ because of the name calling. Because the passenger had put on the mask and was making no further threatening behavior, we decided to make a note of it and continue. We all agreed though, that if passenger made one more derogatory comment, we would most likely be removing passenger from the flight. We had no further problems until mid-flight.

## Synopsis

Air carrier Captain reported a passenger was not compliant with mask policy and being disruptive. Captain reported multiple interruptions during the flight in order to communicate with company about the situation.

ACN: 1777396

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 5078

Experience.Flight Crew.Last 90 Days : 118

Experience.Flight Crew.Type : 5078

ASRS Report Number.Accession Number : 1777396

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Flight Attendant was preparing for door closure checking bins and seat belts. Upon reaching Passenger X in XX2 noticed young man mid twenties wearing mask below his nose. She asked him to pull his mask up and got no response. She motioned to him to get his attention and repeated herself, but he just stared straight ahead in defiance. She had to repeat herself and asked if he understood English. He made an eye roll and told her, "You can leave now," dismissing her instructions. The Flight Attendant approached the cockpit and told me the situation. We were now past departure time and I stepped back to reiterate the mask policy verbally. When I approached his seat, he was staring straight ahead with the mask just barely over his nose. I explained Airline has a mask policy for everyone on the airplane except when actively eating or drinking, and that he was not being singled out and needed to follow the instructions of the flight attendants. His response in a raised voice was, "I'm wearing the [expletive] mask!" and "You're making me angry." I asked him why he was angry and then what he thought he would do when he got angry. He just tried to stare me down and I decided there was no point in continuing this conversation with him. I made the decision to have Customer Service remove him from the full flight to prevent anymore altercations once airborne.

## Synopsis

Air carrier Captain reported having a passenger removed from a flight due to non-compliance with face mask policy and passenger misconduct.

ACN: 1777306

## Time / Day

Date : 202012  
Local Time Of Day : 1201-1800

## Place

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

## Aircraft

Reference : X  
ATC / Advisory. TRACON : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : FMS Or FMC  
Flight Phase : Initial Approach  
Route In Use.STAR : ZZZZZ  
Airspace.Class B : ZZZ

## Person : 1

Location Of Person.Aircraft : X  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1777306  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Time Pressure  
Human Factors : Workload  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Person : 2

ASRS Report Number.Accession Number : 1777301

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

On arrival into ZZZ from the south, we were vectored off of the ZZZZZ procedure and held high due to traffic. We had been previously queried as to our RVR requirements for [Runway] XXR. We were set up and briefed for CATIII approach to XXR. Just prior to ZZZZZ waypoint, we heard traffic ahead cleared to descend via ZZZZZ arrival landing north. We were then given clearance to descend via the arrival landing north and were unable to meet the new crossing restrictions. Due to 71 knot crosswinds our heading was 320. The vector we were given for descent was 340. This was assumed to be a 360 for descent. As we turned through a heading of 260 ish we were told to make an immediate right turn for restricted airspace. We complied. We continued on the arrival and had an uneventful hand off to approach. I believe that the ATC is currently overworked due to COVID cutbacks. Many communications are being missed in the last months because ATC are covering too many sectors. Our lack of fore warnings regarding the changes to airport configuration left us with inadequate situational awareness. We followed the vectors given to us with incorrect assumptions. I'm grateful that this situation was resolved without incident. My recommendation is that we begin to re-staff ATC to normal pre-COVID operation.

## Narrative: 2

Flight was left high on the ZZZZZ Arrival. ATIS had us landing on [Runway] XXR. We were cleared for the ZZZZZX but never informed by ATC that ATIS X special was issued at XA22z we only learned that there was a runway change due from listing to arrival aircraft in front of us. We were now high for landing [Runway] YYL by 6,000 feet at the same time we were instructed to slow to 190 kts. We can slow down but not go down at the same time. We were instructed to fly heading 340 as we descended the controller once again said turn left 340 which we were on and we assumed he wanted us to do a 360 which is common to loose altitude and rejoin the arrival. He was busy with several other aircraft left high the weather was poor in mild turbulence. The next call was for us to turn I believe 040 because he said we are going to hit a restricted area. I was heads down retrieving the new ATIS as well and programming the FMS for a different runway. This was a combination of change of runways, poor weather, and aircraft being left high by two controllers and high winds with an approach to mins. This was a series of events that lead to an aircraft being out of position. When the weather is poor we cannot skimp on air traffic controllers they need to be tentative to aircraft and where they are going. If the aircraft is out of position. It should be quickly realize especially when a runway change has been posted and an aircraft may not have received the special ATIS.

## Synopsis

Air carrier flight crew reported airspace, heading, and altitude deviations during approach. The Captain stated a late runway change and Controller workload were contributing factors.



ACN: 1777230

## Time / Day

Date : 202012

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Maintenance Status.Maintenance Deferred : Y

Maintenance Status.Maintenance Type : Unscheduled Maintenance

Maintenance Status.Maintenance Items Involved : Repair

## Component

Aircraft Component : APU

Aircraft Reference : X

Problem : Failed

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 28000

Experience.Flight Crew.Last 90 Days : 180

Experience.Flight Crew.Type : 4964

ASRS Report Number.Accession Number : 1777230

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Result.General : Flight Cancelled / Delayed  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

Aircraft X, ZZZZ-ZZZ1 was the continuation of a planned [refueling stop] for ZZZ-ZZZ1. Thus the passengers remained on the plane while there was a crew change and fueling. The crew inbound from ZZZ reported that the APU failed multiple start attempts after landing. ZZZZ Maintenance was working to fix the APU and was in and out of the cockpit and the lower E&E bay. Upon boarding the aircraft my FO requested that external air be connected to the aircraft. After some time we were told that air conditioned air was not available, as the airport had "switched" over to heat. Wanting to get some (any) airflow on the aircraft we requested that it be connected. Again after some time we were informed that no external air was available at the particular gate. At that point we requested a start-cart unit be connected so that we could use it to run the packs. Eventually this was accomplished, but only after the passengers had been onboard without any cabin airflow for an extended time, perhaps 90 minutes. Early upon arriving in the cockpit, I called dispatch to inform her of the problem and to let her know that we'd keep her in the loop as maintenance worked the problem. During our initial time in the cockpit the two mechanics were coming and going and I multiple times, offered to get out of the cockpit to allow them access to the displays as they worked the problem. Eventually, I left as they were paying no attention to social distancing, often reaching over us to access the FMC keypad. Though they were wearing masks, they were often pulling them down to talk on the radio or the phone. Multiple times I had to ask them to replace their masks over their mouth and nose. I felt they were too focused on their work and forgetting the COVID precautions. After some time, my concern changed from maintenance getting the APU fixed, to them not being able to get it fixed. Normally, I'd have little to no issue operating a flight without an APU, however with the on-going pandemic there are additional considerations. I thus called the dispatcher and let her know of my concerns and asked if she would reach out to the Operations Center OM for what airline plans are for an inop APU in today's environment and to get more information / guidance to aide in our decision making. Eventually, I was informed that the Operations Center OM had simply said that "We had to get the passengers to ZZZZ1." This was not information, guidance nor helpful. My responsibilities are to do that safely and given the pandemic we needed more information to help us assess and understand the passenger safety implications. I was VERY disappointed with the lack of understanding, information and support from the Operations Center. Our dispatcher, and her relief, did a FANTASTIC job! I also attempted to find the information related to running the APU during the pandemic. Unfortunately, given the format, there is no way to read the titles without opening each one. It was too time consuming at that time, thus I was unable to access the needed information. The display really needs to be made user-friendly. The Dispatcher was able to coordinate with ZZZZ1 and we were told from the dispatcher that ZZZZ1 had external air and a start cart and could support a no APU operation. I asked that they be informed that we would plan on keeping an engine running until both external electric AND air were connected so as to maintain cabin airflow. We eventually agreed to accept the flight with the APU deferred

believing that we had a viable operational plan, no thanks to the Operations Center. Upon arrival in ZZZZ1 there was much confusion, likely due to language barriers. It took some time to understand that there were local rules that prohibited them from connecting external air or a start-cart while an engine was running. Once we shut down the left engine it was +10 minutes before external air was connected to the aircraft. Given the on-going pandemic the key is airflow. Yet it appears there has been no planning or consideration of what to do in the event of an inop APU. I feel that on this flight we completely blew our promise to passengers and employees with regards to airflow and air filtration. I've continued to assess how I could have made better decisions, but can find no guidance or related plans. I'm not sure but perhaps refusing the aircraft and deplaning the passengers would have been safer from a COVID standpoint than leaving them on an aircraft without any airflow for such an extended period. I believe that we need to come up with some clear plans, guidance and actions to support a flight if we are going to operate with an inop APU. Perhaps we need to even ask if given the pandemic and Airline's associated messaging if we should even operate with an inop APU. I'm not sure why ZZZZ was unable to fix the APU, as the ZZZZ1 mechanics were able to identify and fix the problem in less than 30 minutes from block-in!

## Synopsis

Air carrier Captain reported the APU was inoperative and attempted to have maintenance repair it.

ACN: 1777222

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 2631.05

Experience.Flight Crew.Last 90 Days : 145.98

Experience.Flight Crew.Type : 145.98

ASRS Report Number.Accession Number : 1777222

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Family of four delayed flight due to their 2 year and two month old and 5 year old not wearing masks. Mother told Agent, Supervisor and flight attendants [the] children would be fed for entire flight to avoid wearing masks. After I was briefed on the situation we had the Supervisor repeat the mask requirements which they agreed to follow. During the flight the father was asked to put on his mask and he pointed at his cup of soda and cookie, but would not speak. By pointing at the soda/cookie he was indicating he did not have to wear his mask. This went on for a long period of time during our 3 plus hour flight. Our flight was close to capacity. I also informed Dispatch and asked for a Supervisor to meet the flight as the family was supposed to connect on another flight.

## Synopsis

Air carrier Captain reported a family ate and drank during the entire flight to avoid having to wear face masks.

ACN: 1777170

## Time / Day

Date : 202012

## Place

Locale Reference.Airport : ZZZ.Airport  
State Reference : US  
Relative Position.Distance.Nautical Miles : 23

## Aircraft

Reference : X  
Aircraft Operator : Personal  
Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear  
Crew Size.Number Of Crew : 1  
Operating Under FAR Part : Part 91  
Mission : Training  
Airspace.Class D : ZZZ  
Airspace.Class E : ZZZ1

## Person

Reporter Organization : Personal  
Function.Flight Crew : Single Pilot  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Private  
Experience.Flight Crew.Total : 470.6  
Experience.Flight Crew.Last 90 Days : 2.1  
Experience.Flight Crew.Type : 228.6  
ASRS Report Number.Accession Number : 1777170  
Human Factors : Situational Awareness  
Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Following issuance of a first class medical under special issuance for sleep apnea, conducted a flight for a flight review with a qualified flight instructor. This flight was conducted a few weeks after the first possible dose of an investigational vaccine for COVID-19. The vaccine was unapproved for general use, and the trial the pilot is participating in phase 3 at the time of the flight and currently. The pilot has subsequently taken a second possible dose, but was unaware of any potential FAA interpretation that

participation in a vaccine trial was potentially medically disqualifying, he treated the situation as with any vaccination and self certified himself as fit to fly having no adverse symptoms. This may have been incorrect for the moment, but was done in good faith at the time.

## Synopsis

Pilot reported taking the COVID vaccine and was unaware that it was unapproved for general use and a possible FAR violation.

ACN: 1777169

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 1360

Experience.Flight Crew.Last 90 Days : 5.9

Experience.Flight Crew.Type : 1135

ASRS Report Number.Accession Number : 1777169

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

Narrative: 1



I am reporting my misinterpretation of the COVID relief provided by SFAR 118-1, which resulted in my acting as PIC beyond by required flight review date. My last flight review was in Month X 2018, so normally I would need another one by Month X 2020. But I saw a headline online (maybe from [organization] or another similar site) that the end dates had been extended due to COVID relief, so I didn't worry about the expiration too much - **many official agencies have been extending deadlines for things like driver's license renewals etc.**, and I assumed FAA had done the same. So I flew once in Month Y and once in Month Z; the last flight being to take my plane to a maintenance shop for its annual. I then started thinking about getting a flight review, so I decided to read SFAR 118-1 to determine exactly what relief the FAA had provided and whether it would last until my plane was ready. To my surprise, there were requirements about recent experience, type of operation, the need to take Wings courses, etc. - it was much more complicated than just an extension of time. But I determined that I did meet the requirements, provided I took the required Wings courses; I decided that both getting my plane back from an annual when it was finished, and traveling to a flight review were operations required by the FAR's and were thus permitted. The annual took longer than expected, but I saw headlines that the relief had been extended with SFAR 118-2. When the plane was ready to be picked up on Month C day 2, I took the required Wings courses and flew my aircraft back from the maintenance base; thinking that I had until Month C day 31 to complete a BFR. Then on Month C day 14 while preparing for my flight review later that day, I carefully read SFAR 118-2 so I could explain to the CFI how I had adhered to it. At that point I realized that while its relief should have applied to the end of my plane's annual, the delay in the annual's completion plus the fact that the FAA's further extensions did not apply to me meant that I had exceeded the relief allowed by SFAR 118. To summarize, the SFAR is new and complicated and I mis-interpreted it despite a good-faith effort to comply. I think the substance of the SFAR is reasonable now that I understand it, and although it's vague in places, I understand that it's an emergency regulation, so it doesn't seem too bad. I think what would have helped me is a requirement that, in order to use the relief offered by SFAR 118, one of the required Wings courses should have been a tutorial on SFAR 118 itself. My flights past the Flight Review deadline were uneventful and I am of course no longer flying until my next Flight Review is complete (I started it on Month C day 14 as stated but the flight portion was delayed due to weather). I doubt that SFAR 118 will be relevant much longer, but I think adding a Wings course the next time some complicated new SFAR comes out would go a long way towards increasing compliance and understanding.

## Synopsis

Private pilot reported acting as Pilot In Command beyond required flight review date.

ACN: 1777151

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1777151

Human Factors : Time Pressure

Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Upon boarding [Passenger X] was noted to have a valve connected to his mask board. As Flight Attendant A was able to ask the valve be covered with one of the on board masks or swapped at his discretion due to the company not permitting direct exhaust valves. He indicated his mask had filters on the interior and was disappointed he could not use his

preferred mask. After discussing with crew we agreed the valve at least needed to be covered or swapped out. Mask was swapped prior to departure. Advised I had asked for a Supervisor to ensure we were on the same page regarding masks and valves noting it was not my intent to single him out or pick on him, but wanted to ensure we were on the same page for policy. The passenger thanked me and we departed for ZZZ1. Enforce policy at gate.

## Synopsis

Flight Attendant reported a passenger that had a valve on their mask was asked to replace the mask or cover the valve.

ACN: 1777142

## Time / Day

Date : 202012

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Cabin Jumpseat  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1777142  
Human Factors : Other / Unknown  
Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Passengers were sitting in seats across from the jump-seat. There was not 6 feet between us. We were face-to-face! Our knees were touching. I'm concerned about the safety of not socially distancing between Crew jump-seats and passenger seating.

## Synopsis

Flight Attendant reported there is not enough room to social distance between the FA jump-seat and passenger seats.

ACN: 1777141

## Time / Day

Date : 202012

## Place

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

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1777141  
Human Factors : Other / Unknown

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

We noticed when we were doing the in-flight service that passing out the bottle of water/snack bag first, meant that all the passengers had their masks off as we were serving them from the bar cart. It would be safer for passengers and crew to serve the beverages first, then the snack bags as the amount of time the masks were off would be

shorter. This would also limit our exposure time while passengers have their face masks off.

## Synopsis

Flight Attendant reported there should be a change to the in-flight beverage/snack service to limit exposure time to Flight Attendants while passengers have their masks off.

ACN: 1777115

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 50

ASRS Report Number.Accession Number : 1777115

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : Police / Security Involved

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

While in cruise flight Flight Attendant (FA) A called the flight deck. The First Officer answered the call. He told me the FA had a non-compliant passenger with the mask. He reported that she was tapping him trying to waken the passenger and he pushed her arm away. We transferred control and I called her back and asked if everything was OK and to repeat what happened. We ACARS Dispatch to have a Supervisor at gate. We were in range when we received the call and elected to continue to ZZZ. The passenger was mask non-compliant. He was told to cover his nose with the mask. He was sleeping when mask slid down. FA woke passenger with a tap, it may have startled him, but he pushed her hand away and swore. I believe the company has to make sure the passengers are aware of the seriousness of non-compliance.

## Synopsis

Air Carrier Captain reported a passenger was not complying with face mask policy during flight while sleeping.



ACN: 1777055

## Time / Day

Date : 202012

## Place

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

## Aircraft : 1

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi

## Aircraft : 2

Reference : Y  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Mission : Passenger  
Flight Phase : Taxi

## Person

Location Of Person : Gate / Ramp / Line  
Location In Aircraft.Other  
Reporter Organization : Air Carrier  
Function.Ground Personnel : Other / Unknown  
ASRS Report Number.Accession Number : 1777055  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Ground Personnel  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Conflict : Ground Conflict, Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Anomaly.No Specific Anomaly Occurred : Unwanted Situation  
Detector.Person : Ground Personnel  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Aircraft being pushed back from gate XX in ZZZ. Just prior to our pushback, another company had started to tow a type X aircraft from gate XX1 to XX2 (I didn't see which gate specifically as I was the wing-walker). The crew towing the type X aircraft cut across the ramp when they had plenty of room to maneuver around our flight and in the process give us plenty of room. The other company tow team's action forced me to motion to our pushback driver to stop the push ASAP. We stopped our push and the other company continued to their gate. Our crew then continued our push back and dispatched the flight normally. The X gates are being used for RON aircraft due to ongoing COVID-19 flight reductions.

## Synopsis

Ground wing-walker reported ramp safety concerns because of the unusual aircraft parking areas needed during the COVID-19 reductions.

ACN: 1777033

## Time / Day

Date : 202012

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 3448.98  
Experience.Flight Crew.Last 90 Days : 39.32  
Experience.Flight Crew.Type : 3448.98  
ASRS Report Number.Accession Number : 1777033  
Human Factors : Physiological - Other  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected.Other  
Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During pushback a Flight Attendant called and informed me that a passenger was refusing to wear their face mask. I asked if she wished to have the passenger removed for non-compliance to which she responded in the affirmative. I had the push crew pull us backed to the gate and requested a Supervisor from operations. Arriving at the gate, the Flight Attendant informed me that she made four attempts to have the customer replace his mask over his nose to which he refused or was otherwise non-compliant. The Gate Agent boarded the plane and was unable to get the customer to wear the mask appropriately so he was removed.

## Synopsis

Air Carrier Captain reported a passenger would not comply with face mask policy and was removed from the flight.

ACN: 1777006

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 7000

## Environment

Flight Conditions : VMC

Ceiling.Single Value : 5000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Corporate

Make Model Name : Small Aircraft

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Ferry / Re-Positioning

Flight Phase : Initial Climb

Route In Use.SID : ZZZZZ3

Airspace.Class B : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 11300

Experience.Flight Crew.Last 90 Days : 25

Experience.Flight Crew.Type : 2300

ASRS Report Number.Accession Number : 1777006

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 6700

Experience.Flight Crew.Last 90 Days : 18

Experience.Flight Crew.Type : 200  
ASRS Report Number.Accession Number : 1777000

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Automation : Air Traffic Control  
Detector.Person : Air Traffic Control  
Miss Distance.Horizontal : 0  
Miss Distance.Vertical : 3000  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

After takeoff Runway X on the ZZZZZ3 departure ZZZZZ transition, the Pilot Flying called for clean wing configuration, Climb Power and VNAV. Pilot Monitoring failed to properly select and verify the selected vertical command. PF flying did not receive the correct level off climb guidance. Human error focused on initially to cross ZZZZZ1 above 7,000 feet NOT at or below 7,000 feet. ATC immediately instructed aircraft to "STOP CLIMB" and level off in which we complied with. Contributing factors: Pandemic and lack of flying time in last 6 months. Unfamiliar airport operations.

## Narrative: 2

At departure called for clean wing, CLB, VNAV. PM cleaned wing and selected VNAV,CLB. I as PF failed to verify new VCLB mode on PFD. Contributing factor: - on initial brief i misread SID as cross ZZZZZ above 7,000 feet. The SID requires a cross ZZZZZ below 7,000 feet. - last flight was July 2020.

## Synopsis

Corporate flight crew reported an altitude deviation during departure and cited lack of flying as a contributing factor.

ACN: 1776974

## Time / Day

Date : 202012

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

Maintenance Status.Maintenance Items Involved : Work Cards

## Person

Location Of Person : Repair Facility

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1776974

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Physiological - Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected : Routine Inspection

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Due to COVID-19 the following statements need to be remove or change for the Technician performing the task. task# XX (A) put the mask-regulator unit on your head and your face. task# XX1 Breathe through the mask-regulator unit with dilution control lever set to N (normal) and when it is at the 100% position. Remove or make an amendment to skip the step, it's also on the Y type aircraft manual.

## Synopsis

Maintenance Technician reported wording in maintenance instructions needs to be changed to accommodate for COVID-19 policy.

ACN: 1776961

## Time / Day

Date : 202012

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : No Aircraft  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : GPS  
Nav In Use : FMS Or FMC  
Flight Phase : Parked  
Route In Use : Direct

## Person

Location Of Person : Gate / Ramp / Line  
Location In Aircraft.Other  
Reporter Organization : Air Carrier  
Function.Ground Personnel : Gate Agent / CSR  
ASRS Report Number.Accession Number : 1776961  
Human Factors : Physiological - Other  
Human Factors : Troubleshooting  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.No Specific Anomaly Occurred : Unwanted Situation  
Detector.Person : Gate Agent / CSR  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I came to my gate early to work my next flight. A flight was still there and boarding. I watched as passenger after passenger scanned their boarding pass or mobile device across the gate reader. I even watched as one gentleman sneezed with his boarding pass in hand. The reader was never wiped down with sanitizer between scans. I believe we should be wiping down gate readers before and after each flight.

## Synopsis

Gate Agent reported the electronic boarding pass readers at the gate need to be sanitized after each flight.



ACN: 1776958

## Time / Day

Date : 202012

## Place

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

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked  
Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1776958  
Human Factors : Physiological - Other  
Human Factors : Workload  
Human Factors : Other / Unknown  
Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Taxi  
When Detected : Aircraft In Service At Gate  
Result.General : Flight Cancelled / Delayed  
Result.Flight Crew : Returned To Gate

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

Narrative: 1

During boarding Family A was sent down to aircraft not wearing face covering. Passengers were asked the age of the child at the entry door and stated 3 years old. Passenger stated at the doorway she had the child's mask in her purse and would put it on at their seat location, I apologized and stated the mask would need to be on the child before boarding the aircraft. Family A then stepped out on the Jetway, pulled the mask out and said it would be difficult getting the child to wear and keep the mask on. I wanted to have the passengers go back up and speak with customer service, but thought they would comply. As other passengers were boarding, Family A followed behind, I did not notice they had not put the mask on the child. After we completed the safety briefing and doing the walk through, Family A were sitting with the child, had not placed the mask on the child, mother had placed the mask back in her purse. I apologized again and stated she would need to put the mask on child. Captain had signaled for takeoff. I also mentioned to the parents the Captain wanted to go back to the gate and I told them I did not want to go back to the gate. The mother tried to put the mask on the child, the father tried, then stated he wanted to give her some medicine that would make her go to sleep. I informed the Captain what was going on and of our progress, Captain made the call to go back to the gate. Several managers met the aircraft. Family A was asked to deplane.

## Synopsis

Air Carrier Flight Attendant reported a family was removed from the flight because their 3 year old child would not wear a face mask.

ACN: 1776920

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1776920

Human Factors : Distraction

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Security

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

Were Passengers Involved In Event : N

When Detected : Routine Inspection

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

There was a break before the next flight to ZZZ. Flight attendants left the aircraft. First Officer (FO) left the aircraft. Captain left the aircraft as one of the FAs came back to the aircraft. Captain came back to the aircraft. Both FAs and FO were on board. Also a Ramp Agent (RA) was on board sitting in the back of the plane resting. One of the flight Attendants told the Captain she was concerned that the RA did not complete the security search. From her perspective it seemed as if the security check was not complete. Captain went back and asked the RA if he had completed the security search. He said yes. Captain asked what was involved with the search and he described that it was a visual search and where he looked. Captain told the Flight Attendant that the Ramp Agent said he did it. Flight Attendant was not sure because the RA hadn't lifted up the seat cushions and looked behind them or put the tray tables down as the FA had seen done in previous security searches. Captain asked the RA if he could do the security check again and that there was a concern that it was not complete. The RA started doing another security check lifting up the seat cushions in the first couple rows. Captain went to the flight deck to prepare for the flight. Captain assumed that the security check got completed the second round and all was good to go. Flight departs for ZZZ, Captain and FO review the security section of Flight Ops Manual (FOM). After arrival in ZZZ, the Captain goes to review the security section with FAs. It is then that he hears that the Ramp Agent did not go completely through the cabin on the second time and check seat cushions and tray tables at ZZZ1. The RA talked with another RA and then told the Flight Attendants that the search had happened and it was complete. The Captain called the Duty Officer and had a discussion about the situation and the wording in the FOM. Duty Officer told the Captain that he would call back after a few minutes while he made a call to find out what the Ramp manual says to do. After the Duty officer called back to the Captain he referenced the Services Manual about aircraft search to and from ZZZZ, wording was not the same as what is in the FOM. The Duty officer agreed that there is room for some confusion between the wording in the two manuals. Captain decided to stop the operation and have ZZZ ramp agents do a Full Search before continuing on to ZZZ2. A Big thank you to ZZZ RAs in knocking out a Full Search. My thoughts (Captain) there is some confusion in how the FOM describes a cabin search and what a visual inspection actually is on the security form. Pay closer attention to details. Don't assume anything, make sure everyone is on the same page in understanding of what's happening. Ask questions, try and understand the full picture. It's been awhile since our airplanes have made ZZZZ trips and it was the first time for our crew the other day since prior to COVID-19. We need to show each other respect, and give grace in this super stressful time. After talking with the Duty Officer, I more fully aware of the staffing issues with ramp, COVID-19 cases and just under staffing in different areas which has been extremely difficult. I also see a value in debriefing the crew at the end of the trip or after abnormal situations as a learning time for all as we grow as professionals.

## Synopsis

Air carrier Captain reported the aircraft security check may have been improperly conducted and cited confusion between the wording in two manuals as a contributing factor.

ACN: 1776838

## Time / Day

Date : 202012

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1776838

Human Factors : Physiological - Other

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Gate Agent / CSR

Were Passengers Involved In Event : Y

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

There was no disinfectant or sanitation spray in the lobby today. This is not what has been promised to us to protect us from COVID.

## Synopsis

Customer Service employee reported lack of sanitizing spray in the airport lobby.

ACN: 1776836

## Time / Day

Date : 202012

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1776836

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

No COVID policies being enforced. More than 5 people in new small breakroom. No mask.

## Synopsis

Ground employee reported that COVID-19 policies are not being enforced in the breakroom.

ACN: 1776806

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1776806

Human Factors : Situational Awareness

Human Factors : Physiological - Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During a Flight Attendant crew change and passenger boarding, our Flight Attendant B advised Flight Attendant A and myself, Captain, that she received a call from her personal

Physician that she had a positive result for COVID-19 test resulting from a pre-surgery screening. A Flight Attendant immediately advised B Flight Attendant to contact Crew Scheduling and request to be removed and replaced for the flight. The Captain immediately advised Operations Agent to discontinue boarding and have passengers in jet-bridge return to boarding area in terminal building, while B Flight Attendant gathered her belongings and removed herself from the aircraft. I then requested the Operations Agent to call Flight Attendant crew lounge to see if a Reserve Flight Attendant was available to assume vacant position. The Flight was originally advised of a 30 minute delay for inbound Flight Attendant from another flight. After approximately 10 minutes, we were advised that a Reserve Flight Attendant was enroute from the crew lounge to cover flight. The Flight took a 17 minute delay due to the Flight Attendant exchange.

## Synopsis

Air Carrier Captain reported during passenger boarding one of the flight attendants received a call from a physician reporting a positive COVID-19 test result.



ACN: 1776669

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Flight Phase : Cruise

## Person

Location Of Person.Other

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Other / Unknown

ASRS Report Number.Accession Number : 1776669

Human Factors : Physiological - Other

Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Aircraft

## Narrative: 1

During Takeoff a strong odor of chemical/burning plastic filled the cabin and all-call was made to confirm everyone else also smelled the same odor. It lasted for about 15 minutes. Pilots also confirmed the smell, along with some passengers and non-rev crew members. During descent and approach the same smell came back through to landing, 15 minutes, the chemical burning odor. The Flight Attendants felt symptoms (coughing, watery eyes, sore throat, lightheaded, headache) from this odor and had Medical meet us at the gate.

The First Officer also had Medical check him as well. We did not feel well enough to continue on for our next segment of our trip. Due to the pandemic of COVID-19 and the short time frame of a fume event needed for bloodwork, the risk to go to a hospital is too high for both ourselves and others.

## Synopsis

Flight Attendant reported a cabin fumes event during departure and again during descent resulting in health issues. Flight Attendant described the odor as "chemical/burning plastic."

ACN: 1776648

## Time / Day

Date : 202012

## Place

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

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
ASRS Report Number.Accession Number : 1776648  
Human Factors : Communication Breakdown  
Human Factors : Physiological - Other  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I went into the cockpit for a bathroom break at XA: 30pm. Neither pilot was wearing a mask. I asked, "please put on a mask," and pointed to mine as I entered and saw they weren't wearing masks. The First Officer reached for his mask and put it on as I paused upon entering and pointed to my mask. I again asked the Captain to put his mask on, once again pointing to my mask with both hands this time. The Captain just turned and looked forward out the window in front of him. He would not verbally reply nor put on a mask. He refused to follow company policy. We did not speak the entire time I was up

there for their break - he looked out the window, I stood silently by the door. I had to stand there in the cockpit and potentially be exposed to COVID-19 and the serious consequences that could ensue. It is my understanding that COVID policies apply to everyone! When the First Officer swapped out, I said something to him about the captain refusing to comply with policies and procedures and being disrespectful. The First Officer chose not to comment on the Captain's inconsiderate and dangerous behavior, although the First Officer was wearing a mask at that time and he kept it on while I was in the cockpit. I chose not to go up again, so a colleague said he'd help with the meals in 20 minutes. At the time the colleague handed the meals up, the person taking them from him didn't have a mask on. The Captain did not wear a mask when others went into the cockpit to help. Several crew members chose not to go up there at all, several were offended and uncomfortable but chose not to say anything, and one said they didn't care that much. Fortunately, we only flew one leg with the Captain. The Captain's behavior was inappropriate, disrespectful, non-compliant with company policy, and potentially quite dangerous. His behavior was unsafe and unacceptable on all fronts.

## Synopsis

Flight Attendant reported that the Captain did not wear a face mask while flight attendants were in the cockpit and was non-compliant with face mask policy.

ACN: 1776622

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Ferry / Re-Positioning

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1776622

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Confusion

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Fuel Issue

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

Upon doing cockpit pre-flight to ferry Aircraft X out of long-term storage from ZZZ to ZZZ1, I noticed the aircraft was fueled improperly. The wing tanks were not full and were imbalanced, there was no fuel in the center tank and there was fuel in the ACT (auxiliary) fuel tanks. This is not the proper configuration for fueling the aircraft. The wing tanks must be full before there can be any fuel in the center tank and certainly there cannot be fuel in the ACT tanks in this scenario. We notified the mechanics onboard who were assisting us to make sure everything was good prior to departure. What ensued was a three-hour debacle trying to figure out how to drain the fuel from the ACT tanks and ensure the only fuel was in the wing tanks. Planned release fuel was 25k, which in this scenario should result in fuel only in the wing tanks. After the fueling issue was finally resolved, we received two separate ECAMS after engine start. Shut down the engines and called the mechanics back to fix the new issues. SMOKE DET Fault and ANTI ICE STBY L STAT. MX fixed those two issues and we finally departed over four hours late. Someone in ZZZ is not making sure [aircraft company] aircraft coming out of storage are fueled properly. This is the second time I have caught a problem. Someone less vigilant may miss the problem. This is the second fueling issue I have had with an aircraft coming out of storage from ZZZ in the past two weeks.

## Synopsis

Air carrier Captain reported having an aircraft that was fueled incorrectly for a ferry flight.

ACN: 1776608

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Flight Phase : Initial Climb

Airspace.Class E : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1776608

Human Factors : Time Pressure

Human Factors : Distraction

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1776610

Human Factors : Human-Machine Interface

Human Factors : Time Pressure

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While flying the ZZZZZ RNAV departure this morning, ATC asked us if we were assigned a heading from the last Controller. The PM replied stating we were direct ZZZZZ1, with ZZZZZ behind us on the FMS legs page. This made us look closely at our legs page and moving map on our iPads, which showed us off course. ATC replied with "roger." Shortly following that, we were handed off to the next controller. When we checked in we mentioned our box input error and he said, "No problem, proceed direct ZZZ1. How's that?" No further discussion with ATC. I immediately knew what happened and why. The FMS would not download our flight plan (not uncommon) so I built in manually. As I looked at the clearance I noticed the departure and selected it, but failed to assign the ZZZZZ1 transition. ZZZZZ1 appeared on our route packet as a different fix, not part of the departure and I fell for it. I had a lot of fixes and airways to type in so I focused on getting them correct and failed to notice how I had loaded the departure, without the transition. Ultimately we were missing 4 fixes in the legs page. I checked the first 5 fixes in the legs page to confirm the altitude restrictions since we were cleared to climb Via. Normally I check all the fixes but the other contributing factors today were no coffee or breakfast at this point. I wanted to get setup and ready so I could get coffee. Due to COVID, food and coffee was not available at the hotel so we catered it for our morning departure. Additionally, the pax showed up XX minutes early which squashed my plans to eat before we took off. Additionally, the lead pax birth date was incorrect on our brief so we were further distracted. Human error. I caused this event during the FMS setup. The pre-flight distractions becoming more and more common place with passenger related issues of catering and name details, today it got me. Another potential cause could be how the flight plan route is displayed on our packets. I'm used to seeing something like "ZZZZZ.ZZZZZ1 ZZZ2, etc.," as the FMS shows, but the filed route on our flight plan shows "ZZZZZ ZZZZZ1 ZZZ2, etc." Seeing it with the period would have drawn my attention to the ZZZZZ1 transition. Suggestions - For me, all things being the same again, if the filed route on our flight plan packet showed "ZZZZZ.ZZZZZ1" this deviation wouldn't have happened today. Regardless of this and the distractions, I need to be more careful.

## Narrative: 2

Clearance was ZZZZZ departure ZZZZZ1 transition, data link would not download flight plan. Flight plan was manually entered by PF loaded ZZZZZ departure to ZZZZZ then direct ZZZZZ1. When verifying flight plan off filed route page neither of us caught this manual entry error. When asked if on heading by ATC we started wondering why so checked departure and GPS position and found our error. Asked ATC if we needed to correct error and they said no and cleared us farther down line on clearance. Possible contributing factor were passengers showed XX minutes early, the way ARINC flight plan



filed route shows on first page. Things could do to correct this issue on future. Verify and check each fix on the departure and also check mark each fix on lat long pages in flight plan compared to what is in the box. The way filed route showed on ARINC page, not loading transition properly when manually entering flight plan. Cross check each leg of the departure versus the plate. Also check mark each way point matches the lag/long pages in the ARINC flight plan. Any time having to manually enter information verify everything a couple times.

## Synopsis

Corporate flight crew reported a track heading deviation due to loading an incorrect transition fix in the FMS.

ACN: 1776589

## Time / Day

Date : 202012

## Place

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

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 11878  
Experience.Flight Crew.Last 90 Days : 108  
Experience.Flight Crew.Type : 8255  
ASRS Report Number.Accession Number : 1776589  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

Narrative: 1

Alerted to passenger with continuous cough throughout flight. Passenger in [seat] X3 had spent the last year in [foreign country] and reported that she had the cough for a week and had been taking medicine for 2 days. Flight Attendant witnessed her taking cough medicine during flight. No other COVID symptoms reported. Dispatch and Medlink consulted. Passenger was relocated to aft of aircraft to isolate, per recommendation of Medlink doctor. She was also given an N95 mask. Paramedics met aircraft. Passenger's temperature was taken by EMS and was normal. She refused to answer any further questions and treatment. All 3 flight attendants [were] exposed to this passenger.

## Synopsis

Air carrier Captain reported having a passenger who was coughing throughout the flight.

ACN: 1776574

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Mission : Cargo / Freight / Delivery

Flight Phase : Landing

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1776574

Human Factors : Situational Awareness

Human Factors : Distraction

## Person : 2

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1776569

## Person : 3

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1776573  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Prior to block-out of Aircraft X, ZZZ airport Tower and Approach Control closed due to a COVID cleaning. Dispatch informed the flight crew to remain in the gate and not block until a new flight release could be sent with an alternate. Additionally, a non-tower operation worksheet was needed which includes approval from the manager and flight operations duty officer. Once the crew signed the new release and had a copy of the approved non-tower ops worksheet, the aircraft blocked out and operated to ZZZ. Later that night, the captain called the Flight Operations Duty Officer around XA: 15pm to inform the Duty Officer that when he landed the aircraft in ZZZ, the airport lighting was not operational. However, the flight crew was able to safely land the aircraft in ZZZ because the moonlight was bright. There were no NOTAMs indicating the airport lighting was INOP. Additionally, Dispatch was never notified by the crew that the lighting was INOP. Dispatch was only notified by the Duty Officer four hours after the aircraft blocked in at ZZZ. I called the airport Tower after it reopened, and the controller stated he wasn't aware of any lighting issues and the lighting was operating normal. Even though this was a short flight, communication from the flight crew to dispatch was poor. They're several things Dispatch could have helped with prior to the outcome, including calling airport operations to inquire about the lighting issues and suggesting diverting to the alternate airport.

## Narrative: 2

Just before we were ready to pushback ground ops messaged us to let us know that ZZZ was going to non-towered ops for COVID cleaning. After we reviewed the FOM to ensure that we collected all the required documents and procedures. We had all the required items per the FOM. With that we departed 1 hour and 8 minutes late. We knew that Tower and Approach would be closed upon arrival. We were being vectored in by ZZZ Center. We requested to come in between ZZZZZ and ZZZZZ1. We requested the visual into Runway XX at ZZZ the weather was VMC. On the base leg I has a visual on the PAPI and the captain intercepted final around 8 miles out and was flying the glideslope towards the runway. We were cleared the visual and switched to CTAF frequency. We made multiple calls on final reporting our position. We also tried to activate the lights on the field 3 times with no success (there was nothing on the approach plate indicating it would be pilot controlled. But we hoped that it being listed as the CTAF would give us control). Around ZZZZZ the runway was clearly coming into view. By 1,000 feet we could clearly see the runway and all the markings. The Captain then proceeded to land and we taxied into

parking. The landing occurred at XA15z which was in the twilight hours. At no point did we feel that we were in danger or unsafe. We mistakenly used the takeoff lighting requirements. After landing we looked everything up in the FOM to double check ourselves. We do feel it would have been dangerous to go around in a CFIT moderate environment with minimal coverage from Center. This was my second flight in ZZZ with the Captain this week. We were comfortable with the approach leading into Runway XX. The event was caused by ZZZ Tower not leaving the lights on when they closed and us as a crew using the takeoff lighting requirements vs landing requirements for CATI table. We could have delayed longer out of ZZZ1 to arrive when ZZZ was definitely going to be open. We could also call the Tower before departure to ensure that they leave the lights on. We could also plan to shoot the ILS all the way from the initial approach fix.

### Narrative: 3

Our flight blocked out due to late sort as well as a last minute change to our normal ZZZ1 [to] ZZZ flight to a non-tower ops flight per ground ops. Once notified of the change due to a COVID cleaning at the ZZZ ATC facility. We then researched the FOM for the details of the procedure. ZZZ is not normally a non-tower ops airport. We communicated with ground ops several times as to required paperwork needed for the flight. They provided us an ATS non-tower ops form, and we reviewed the form while staying in contact with ground ops to ensure compliance. We then pushed and departed. Weather at ZZZ was clear and 10 with light winds. The forecast was P6sm FEW250 and winds 21008. My line in December was the ZZZ out back line, and the previous week I flew this trip four times and this was my third this week. Mostly we had been landing Runway XX during solid VFR WX. We typically had been doing visuals utilizing LNAV/VNAV and ILS guidance in conjunction with the PAPI. Our plan on this flight was to do the same thing. ZZZ Center was our final Controller arriving into the terminal area due to the ZZZ ATC facility being closed. We stated our intentions to do the visual Runway XX. We began trying to obtain runway lights upon entering the terminal area utilizing the CTAF frequency provide by ground ops. We initially got no response and continued our approach and on base began to pick up the PAPI. As we rounded base to final we were locked in on the LOC/GS, LNAV/VNAV and the PAPI. Landing was at XA15 local which put us in the astronomical twilight hours. We continued to try and access the lights with no success but fortunately as we continued the visual, we gained solid visual sight of the runway with all of its markings while staying on the desired path. We were confused by the light issue but were more than content with our visual picture. We elected to land due to having the runway and all of its markings in sight vs going around at a CFIT airport with minimal ATC control. Unfortunately, I mistakenly applied the night takeoff lighting requirements to our landing. Again, myself and my FO discussed and agreed we were solidly established on the visual and had plenty more than enough visibility to safely land. Once on the ground, upon researching the FOM, I realized I had committed unintentional non-adherence to company policy by confusing the runway lighting criteria takeoff vs landing. The confusion created by the late change to non-tower ops was not our ally, and if I could do it all over again I might have requested to delay the flight to have us arrive after the ATC facility reopened , or discontinued the approach and either divert or hold to again allow them time to open back up. The landing was smooth and on speed in the touchdown zone. It was a stressful learning experience, but also a good one. Much was learned by the crew. Cause - As described above, it seemed to be a combination of events that put us in the situation. We could have taken a further delay in ZZZ1 to further research the situation and all the nuances. We could have held or diverted to allow the facility to reopen.

### Synopsis

Dispatcher and flight crew reported a night landing without runway lighting.

ACN: 1776562

## Time / Day

Date : 202012

## Place

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

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1776562  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

Narrative: 1

About 2 hours into the flight, I received a call from A Flight Attendant that a passenger was told on 5 occasions to properly wear face mask and would not comply. The situation never escalated to heated verbal exchanges or threats. I informed the flight attendant to pass on to the passenger that the Captain will have law enforcement meet the aircraft upon gate arrival if he does not comply with policy on wearing of a face mask. The passenger complied for the duration of the flight which had approximately 1 hour remaining. I called ahead to have a Customer Service Agent meet the aircraft at gate arrival and talk with the passenger, which was done. Some passengers believe that certain policies regarding flying do not pertain to them. Keep backing up the flight crew when passenger disregard airline and FAA policy when on board an aircraft.

## Synopsis

Air carrier Captain reported a passenger was not compliant with face mask policy.



ACN: 1776557

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1776557

## Events

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

During taxi out for takeoff at ZZZ we received an ACARS message stating that "the load close out was invalid" and that we must wait for a valid load close. I got distracted and forgot about getting a valid load closeout and we departed and flew uneventfully to ZZZ1. The Captain and I had had a successful trip. We worked well together. This was our last leg home on our last day. We had confidence in each other and perhaps that led to

complacency. We had just been delayed at the gate for a COVID concern. I think we had a runway change and I got distracted. Perhaps, in the future, I will Scribble "void" over the invalid load close out so that we do not mistakenly use it.

## Synopsis

Air carrier First Officer reported becoming distracted and not getting a valid load close out.

ACN: 1776554

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1776554

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

From Captain X - "When I approached the gate for my flight the boarding agent was talking on the phone. As a courtesy I waited until he was off the phone to identify myself

(as working crew). I overheard his side of the conversation and clearly heard him state that he was (now) aware that the first four rows of coach class could not be occupied due to weight and balance and that he would re-seat the passengers that were booked in those seats. During my FA briefing I said nothing about those seats because there was no mention in my flight release that the first four rows of coach should not be occupied. During pre-flight in the cockpit I called my Dispatcher to ask for additional fuel and an alternate and during this conversation nothing was said about the first four rows of coach not being occupied. We pushed at XA: 15Z and got airborne eight minutes later. The closeout had a note about the first four rows not being occupied, but since I recalled the agent saying that he would re-seat the passengers in those rows I did not pursue it any further. After climbing out of ten thousand I called the #1 FA and told him to make sure that no passenger changed their seats to the first 4 rows of coach during the flight and was then told that there were 3 passengers sitting in the first 4 rows of coach. I called my Dispatcher to make sure we were restricted and was told we were. I asked Dispatch to find out why those seats were assigned by the gate agent after I heard the agent acknowledge over the phone that those seats were restricted due to weight and balance and should not be used. I also asked my FA to re-seat the 3 passengers and make sure the first four rows of coach remained unoccupied for the duration of the flight. I don't know why the agent who said he was going to re-seat the passengers didn't do it. The passenger manifest clearly showed that at least one of those 3 passengers was assigned a seat in the first 4 rows of coach by the agent during our boarding process." To tag along with what Captain X said, the TPS did not have any weight and balance information about seat restrictions. The closeout did, but since Captain X knew that the gate agent knew about it already, we figured no one would be assigned those seats. For some reason, those passengers got assigned those seats, I assume because they were non revs and the gate agent was under pressure to get the flight out so they probably forgot about the restriction. Time pressure, gate agents are under a lot of pressure, and seem understaffed during COVID. Due to this, they should be commended for doing the work that they are. They should be thanked for making sure non revs make it on. The intense amount of pressure agents work under day in and day out, adds up and a mistake is bound to happen. This mistake, although a procedural mistake, was not one of extreme error. The margin of error built into weight and balance is wide. If weight and balance is truly as tight as 3 passengers, the FAA would make sure we weighed every single bag individually and get true cargo weights instead of averaging bag weights. We would also weigh passengers instead of simply assuming there are average summer and winter weights per passenger. The flight was completed successfully, transporting XX or so people across the country. Don't work gate agents so hard. Give them the tools they need to succeed and ease up on micromanaging. Let agents make real decisions and they will feel empowered to complete their tasks, like making sure 4 rows are empty on a flight. I could place the blame on the agent and make a bunch of suggestions and punishments up, but I'm tired of the culture of pitting work group against work group here. This is the only airline I've worked for where this practice is known and visible. We are all working toward the same goal of trying to save the airline industry. Let the agent know of the mistake and move on. We need to work together now more than ever.

## Synopsis

Air carrier First Officer reported that the first four rows of the aircraft were to be left unoccupied for weight and balance reasons, but found out when airborne some of the seats were occupied.

ACN: 1776515

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1776515

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Distraction

## Person : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1776514

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.Flight Crew : Rejected Takeoff

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

### Narrative: 1

We taxied out single engine. There was some distraction/discussion on taxi out regarding a large brush fire burning to the east of the airport. Upon turning north to Runway XXL we noticed Aircraft Y holding short of the runway. There was some discussion of the aircraft as we had a similar setup the day prior in ZZZ and it changed up the departure sequence and we had to maneuver around that aircraft. As we neared the runway the Tower then cleared as for departure without delay as there was another aircraft on final. We lined up on the runway and as I added power I noted the asymmetrical thrust. I rejected the takeoff and advised Tower. After clearing the runway we started the second engine and completed the takeoff without incident. In my opinion we developed some expectation coupled with distraction that it may be a bit before we departed. This must have pulled my mind from the task at hand (starting the second engine). With the Tower then expediting our departed we switched into a rushed sequence that resulted in the error of not starting the second engine. The other aircraft and the aircraft on final also pulled my eyes and attention outside the aircraft more than usual. In hindsight and trying to examine why this happened I have also had some personal distractions that could have been a casual factor in contributing to my lack of focus. This was my first trip after recovery from a moderate case of COVID as well as an [another personal issue.] While I can say these weren't outwardly conveyed or discussed they were heavy on my mind.

### Narrative: 2

We taxied out to XXL from the gate single engine. On the way we noticed a big smoke plume and also saw a fire truck spraying water on field which was unrelated. When we turned on bravo away from view of the smoke we noticed Aircraft Y awaiting takeoff similar to yesterday at what appeared to be the end of the runway. We couldn't tell they were at the intersection prior until we were upon them. I was looking at them when Tower cleared us onto the runway. I read the line up and wait back and instinctively started my before takeoff flows. Notifying the flight attendants, transponder and to config. As I read that checklist ATC interrupted and said cleared for takeoff. I read that back then restarted the checklist and finished it. The captain added power and immediately rejected. We notified ATC and exited the runway. We then started the engine and ran the checklists from there and resumed the flight.

## Synopsis

Air carrier pilot reported asymmetrical thrust on start of takeoff roll resulting in a rejected takeoff.

ACN: 1776390

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZAU.ARTCC

State Reference : IL

## Aircraft

Reference : X

ATC / Advisory.Center : ZAU

Aircraft Operator : Air Carrier

Make Model Name : Small Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Flight Phase : Landing

Route In Use : Visual Approach

Airspace.Class C : ZZZ2

## Person : 1

Location Of Person.Facility : ZAU.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 5

ASRS Report Number.Accession Number : 1776390

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Person : 2

Location Of Person.Aircraft : X

Location Of Person.Facility : ZAU.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 22

ASRS Report Number.Accession Number : 1776389

Human Factors : Confusion

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Ground Conflict, Critical

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Event / Encounter : Ground Equipment Issue  
Anomaly.Ground Event / Encounter : Weather / Turbulence  
Detector.Person : Other Person  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Weather

## Narrative: 1

There was some confusion going into work as I was notified at XA:00 pm for my XA:30 shift and told not to report to work until XD:45 due to Level 3 cleaning that was taking place. When we arrived at work the control floor was empty and ZAU ARTCC resumed operations at XD:55am with no briefings at all. I was working the MID configuration which includes the following sectors (sector numbers removed) along with the following approach controls (ZZZ1/ZZZ2/ZZZ3/ZZZ4/ZZZ5). During my stint which started at XF:00 am and ending at XI:00 am around XX:50 ZULU I spoke with Aircraft X looking for the ILS to Runway X at ZZZ2. I asked the pilot if he had the current weather at the field along with the NOTAMs and the pilot responded with a yes to the weather and that he had read the NOTAMs yesterday. I then read what I thought was all the pertinent NOTAMs to the aircraft. I vectored Aircraft X for the ILS at ZZZ2 and cleared the aircraft in for the approach. I switched the aircraft to advisories and requested a timely cancellation due to a second aircraft being vectored for the same approach. Aircraft X soon cancelled his IFR and reported a down time along with the condition of the runway and that the ramp area was in a much worse condition. I inadvertently missed the snow removal NOTAM and was later on informed by management that Aircraft X had landed on a runway with snow removal equipment on it. Any usage of the active runway should require call to either the facility or on frequency to prevent any confusion on what is going on at the airport. Any and all NOTAMs that directly effect the runways should be better identified. ZZZ2 had over 15 NOTAMs listed at the airfield which all look identical, if the ones like snow removal were BOLD or even a different color it may help the next person avoid the same mistake I made.

## Narrative: 2

I was notified today upon arrival to work that Aircraft X had landed on a runway occupied by snow removal equipment at the time. I was unaware that this had happened. I was working the assist position when the aircraft was cleared for the visual approach. The Radar Controller had issued the weather and read the NOTAMs to the aircraft and neither of us were aware that snow removal was taking place at the airport. The aircraft canceled IFR prior to landing. I was not made aware of the hazardous situation until the following work shift. This is the third report that I have written on this type of event at this airport! Several years ago, I myself had an aircraft execute a missed approach due to snow removal equipment on the same runway. I of course submitted a report detailing the situation and offered recommendations to prevent the situation from occurring again. I received no feedback. I told my Operations Manager, who was aware of the incident, and



was dismissed. I then took it to the local safety council who actually looked into it. However, after some time I was informed that the current procedures would remain in effect. No definite reason was given. If a runway is possibly occupied by snow removal equipment, an aircraft should not be cleared for an approach. Having an aircraft switch frequencies to contact the snow removal crew themselves to land obviously has many drawbacks. The snow removal crew should simply notify the control facility prior to entering the runway. ATC could then close the runway until notified that the snow removal crew has exited the runway. This could be done by radio or phone, thus preventing the situations that have previously occurred.

## Synopsis

Center Controllers reported an aircraft landed on a closed runway due to snow removal equipment and not being able to identify the correct NOTAM for the runway closure..

ACN: 1776326

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Location Of Person.Aircraft : X

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1776326

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Passenger X (seated in X1) boarded the aircraft with a small cup of coffee and a bag of cheez-it. He took an excessive amount of time sipping the coffee and eating the snack, keeping his mask off for most of the flight. Whenever I passed through the cabin I would notice his mask off and when I approached him he would take a sip of coffee. He had his mask off this way from the safety demo to the initial descent. When we started our initial descent I walked through the cabin to collect trash and he appeared to be asleep with his eyes closed and his mask off. I woke him up and instructed him to wear his mask over his

nose and mouth. He seemed to be doing everything he could to circumvent wearing his mask properly the entire flight.

## Synopsis

Flight Attendant reported a passenger circumvented having to wear a mask by eating and drinking throughout the entire flight.

ACN: 1776299

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1776299

Human Factors : Situational Awareness

Human Factors : Physiological - Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Please thank the Customer Service helpers for arriving immediately. 10 minutes prior to departure, the lead Flight Attendant (FA) informed us there was a female passenger who was dizzy and had vomited. The FA was concerned about the passenger's fitness to fly and requested we call for the Customer Service helpers. They arrived and immediately

removed the passenger. I suggested to the Gate Agents that they consider calling for Medical Assistance. I discussed the situation with the lead FA and First Officer. The lead FA said the passenger had described a history of kidney illness. We all agreed we had not received any information that would cause us to suspect COVID-19 illness. We departed on time. I described the event to our Dispatcher via ACARS. After arrival, I called the Duty Officer and the Chief Pilot on Duty and reported the event to them.

## Synopsis

Air Carrier Captain reported a ill passenger was removed from the flight before departure.

ACN: 1776224

## Time / Day

Date : 202012

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Check Pilot

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1776224

Human Factors : Situational Awareness

Human Factors : Physiological - Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Detector.Person : Flight Attendant

When Detected : In-flight

When Detected : Pre-flight

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

ZZZ based Flight Attendant (FA) A was coughing during pre-flight and during the flight commenting about a sinus/cold issues. She accomplished her boarding / pre-departure

duties. FA E advised that FA A was feeling ill due to cold, sinus, headache and now running a fever. (unverified) and that the FA A had taken a cabin seat and was attempting to rest. Dispatcher was notified via SATCOM and advised that FA A was feeling ill, running fever and that I was requesting a Manager meet the flight. I inquired if COVID (rapid) testing was available (due to current world events) for FA A upon arrival at ZZZ. Dispatcher respond that ZZZ did not have rapid testing and Customer Service Manager (CSR) would meet the flight. Upon arrival, the flight was met by 2 CSRs and they were briefed. I also spoke with the ZZZ Chief Pilot on the phone, post flight.

## Synopsis

Air Carrier Captain reported a Flight Attendant on the crew became ill and there was concern regarding exposure to COVID-19.

ACN: 1776188

## Time / Day

Date : 202012

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person : 1

Location Of Person.Other

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1776188

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Person : 2

Location Of Person.Other

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1776193

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Gate Agent / CSR

Were Passengers Involved In Event : Y

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1



Need more space to accommodate 6 feet apart. On this day, [it] was very chaotic during the international check-in. We are really short of manpower to accommodate document checking. Violating the safety standards for us the employees and the customers. Please review cameras to see the amount of people in the same area.

## Narrative: 2

I was scheduled to work lobby for international flights to help them to check in and check their requirement COVID-19 for every single customer. At the kiosk I realized that it was around 200 people and only 2 agents were scheduled to work that area. I was very concerned about safety and health of myself and others because there was no social distancing and not following CDC guidelines. I talked with Supervisor and asked to please call a union representative. To see the unsafe conditions that the company is operating. I hope you will be able to see the cameras in order to understand the horrible situation. I think all the authorities including health department will be concerned about this very important issue.

## Synopsis

Customer Service employees reported social distancing concerns at the airport lobby due to it being overcrowded.

ACN: 1776162

## Time / Day

Date : 202012

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : No Aircraft  
Mission.Other  
Flight Phase.Other

## Person

Location Of Person.Aircraft : X  
Location In Aircraft.Other  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1776162  
Human Factors : Physiological - Other  
Human Factors : Other / Unknown  
Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : N  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

Many of our fellow pilots have said to me that many pilots and others have been affected by COVID in one way or another; either necessitating quarantine or even hospitalization. Further, and in particularly our fleet, there is a disruption to the training schedules due to a lack of instructors, hence little, if any continuity. Have the Union and the Company considered shutting down for another month as the surge upon surge rages? There's no need to rush training if pilots will go non-current without the additional flying. Plus an additional month might get us to the beginning of a vaccination. I don't know if I have missed communications or not from the Union or the Company, but what is the plan for vaccinating pilots or other front line employees? Is there a timetable? Where do we stand in the national "Phase 1" rollout? Has an update to the memorandum on pay during COVID sick leave been considered? Specifically, what happens to the pilot who receives round 1 or 2 of the vaccination and has to call in sick due to side effects. What happens to a pilot who has adverse side effects which lead to LTD? Could this pilot apply for the new LTD

benefits and not wait until month X? Is a pilot required to take the vaccination? If yes, what happens if he declines? Where will pilots get the vaccination? Does a pilot have to wait until the Company procures the vaccine? What has FAA medical said about any of this?

## Synopsis

Air Carrier Captain reported concerns regarding company COVID-19 related plans pertaining to sick leave, vaccinations, training schedules, etc.

ACN: 1776144

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Night

Ceiling.Single Value : 25000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Government

Make Model Name : Helicopter

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Passenger

Flight Phase : Final Approach

Route In Use : Direct

Route In Use : Visual Approach

Airspace.Class C : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 12500

Experience.Flight Crew.Last 90 Days : 15

Experience.Flight Crew.Type : 25

ASRS Report Number.Accession Number : 1776144

Human Factors : Communication Breakdown

Human Factors : Workload

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

After landing when I requested that I be able to keep the same squawk for convenience as I was dropping two people off and continuing on VFR, the Tower Controller ask if I heard him calling us. I said no, due to Approach Controller keeping us on their frequency. As we are a helicopter and we are given clearances like "landing at the ramp is at own risk" it can be confusing as to a clearance to land. I thought I was given a clearance to land. I'm not sure if it is due to COVID and staffing issues but it seems like I hear more ATC frequencies managed by one person, so this could have led to confusion during frequency changes.

## Synopsis

Helicopter pilot reported a communication issue with ATC resulted in a landing without a clearance. Pilot stated the Tower Controller was working multiple frequencies, which may have contributed to the event.

ACN: 1776099

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Deplaning

Cabin Activity : Boarding

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1776099

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Three passengers boarded with their masks down. I asked them to pull them up. When collecting trash, before door closure, I noticed passenger in XX4 mask down again. I asked her again to pull up mask and advised of policy, she laughed at me, then mocked what I had said. I asked again if she would pull up mask. Then advised the Captain of the interaction since I had to speak to her twice while on ground. Passenger in YY3 had mask down for second time in cruise when I collected trash after service. He claimed he was forgetful. XX4 passenger played the peek aboo game where she had mask down but each time I approached, before I reached her, would pulled it up. ZZ4 passenger asked me how many times I was going to ask him to pull up his mask. When deplaning, had mask down.

## Synopsis

Flight Attendant reported three passengers would not comply with face mask policy.

ACN: 1776098

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1776098

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Workload

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors



## Narrative: 1

Passengers bag was too large to fit in overhead bin, I advised bag needed to be checked. I noticed the face mask was down and asked her to cover her nose and mouth. She said that her mask just fell down when she sat in her seat. I advised her that her mask had been down since she tried to stow the bag. She started yelling at me and ask if I was the mask police? I said no, but if your mask doesn't fit, I can provide you another mask, she declined. I told the Captain and forward Flight Attendant because the passenger would not comply. Forward Flight Attendant asked passenger if she needed another mask, she complied wearing her own mask. I had to ask the passenger to pull up her mask a second time. When deplaning, passenger had mask down again.

## Synopsis

Flight Attendant reported a passenger would not comply with face mask policy.

ACN: 1776093

## Time / Day

Date : 202012

## Place

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

## Aircraft

Reference : X  
Make Model Name : No Aircraft

## Person

Location Of Person : Company  
Reporter Organization : Air Carrier  
ASRS Report Number.Accession Number : 1776093  
Human Factors : Other / Unknown

## Events

Anomaly.Ground Event / Encounter : Other / Unknown  
Anomaly.No Specific Anomaly Occurred : Unwanted Situation  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Today I used new temperature check system. Recommend adding hand sanitizer in this area as the touch pad is a touch point every employee must touch if the bar code doesn't work. Presently no hand sanitizer dispenser is available.

## Synopsis

Flight Attendant reported a hand sanitizing dispenser is necessary when the temperature check system with a touch pad is used.

ACN: 1776065

## Time / Day

Date : 202011

## Place

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

## Environment

Light : Daylight

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ  
Cabin Lighting : High

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1776065  
Human Factors : Situational Awareness  
Human Factors : Workload  
Human Factors : Physiological - Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

Narrative: 1

Passenger started complaining that he was extremely hot and was grabbing at the collar of his shirt. The vents were open and the aircraft was chilly not warm. I could see that he was sweating and he asked if he could have some water. I went to the back galley to get him water and some iced cloth folds to put on his neck. When I turned around to head out with his items, [his condition had deteriorated]. I immediately called the pilots and we paged for medical assistance. We had a few nurses onboard that assisted us with the passenger. He stated he needed to get to the restroom. I helped the nurse get the passenger to his feet and the passenger went into the lav. He was vomiting for several minutes. I spoke with the Supervisors the next day and advised them of my concerns regarding the fact that this passenger seemed to be exhibiting COVID symptoms. I was advised there was nothing that could be done regarding the possible exposure and that I should just self monitor while continuing to fly. I feel that more precautions should be taken when a passenger shows symptoms of COVID mid flight. I think we should carry a thermometer onboard and when a passenger shows COVID symptoms especially when it results in a call to medical. More precautions should be taken to protect crew members proactively instead of retroactively.

## Synopsis

Flight Attendant reported possible COVID-19 exposure from an ill passenger and expressed concern the company did not have a plan for the exposed working crew.

ACN: 1776025

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Flight Phase : Takeoff / Launch

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

ASRS Report Number.Accession Number : 1776025

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

### Narrative: 1

The "Before Takeoff" Checklist was not performed. The Captain did not call for the Checklist and I did not catch the error. The Aircraft was properly configured and the Takeoff occurred normally without incident. We were both focused on properly performing the ZZZ Noise Abatement procedure. We pushed back from Gate X (very close to the departure end of Runway XXR). During the pre-departure takeoff briefing neither of us discussed the Threat of the very short Taxi to the Runway. We did discuss that ZZZ was a bit of a "Ghost Town," with minimal activity compared to the times we'd previously been to the airport (for both of us it was during the "Pre-COVID" era). Within a short period of time after Departure, I mentioned we'd forgotten to perform the Before Takeoff Checklist. We both discussed our expectation that there would have been wait during Taxi, which is part of the "Normal" routine. In this case, we did perform the Runway/Performance Change items after push-back with the Parking Brake set - we were then cleared to Taxi, instructed to switch to Tower, and then Cleared for Takeoff. The delay we were anticipating never occurred. The Captain called the Cabin after we were out of the sterile flight deck period and learned that the Aft Flight Attendant (FA) was seated, the Forward FA stated he was standing in the Galley during Takeoff. Both FA's indicated that all passengers were seated. Suggestions - 1. Brief the Flight Attendants that the Taxi Time is ZZZ is very short, and to be seated prior the call for "Cabin Secure". 2. At ZZZ, include the short Taxi time, close proximity of the Gates and Runways as a Threat during the takeoff briefing. 3. Perform both the Runway/Performance Change items and Before Takeoff checklists prior to beginning Taxi for Takeoff.

### Synopsis

Air carrier First Officer reported they did not perform the Before Takeoff Checklist.

ACN: 1775962

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 340000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Descent

Airspace.Class A : ZZZ

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 9

Experience.Air Traffic Control.Time Certified In Pos 1 (mon) : 0

ASRS Report Number.Accession Number : 1775962

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Air Traffic Control

Were Passengers Involved In Event : N

When Detected : In-flight

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I went into the control room to relieve the RX2 Controller at XA00Z. I received a position relief briefing and there was nothing out of the ordinary that was given to me. There were a couple of frequency notes given to me with ZZZ1 [Center], but other than that there was nothing different from normal. All during this time apparently ZZZ2 [Center] was ATC-0 and we in Area X were never told about this going on. When I came in that evening there was no notice, and no one was told that a Zero event was going to be taking place. The Controller on RX2 that I relieved was never briefed about ZZZ2 [Center] being ATC-0. When I took control of the position I had Aircraft X on frequency and he was turning towards ZZZ [VOR]. ZZZ [Airport]. This is the routing that per the LOA we give to ZZZ2 [Center]. The aircraft was level at FL340. After a few minutes I gave the aircraft a crossing restriction to cross ZZZ [VOR] at 100, what we give these aircraft again per the LOA. His route of flight was going to clip Airspace X if the aircraft stayed up high before meeting the restriction. I placed a PVD [Plan View Display] on Airspace Y that auto-directed to Airspace Z as normal for that time of night. When the aircraft started to descend the point out had still not been accepted, so I called to the sector and got no answer. I tried a few times to no avail. I then tried to call ZZZ2 [Center] Airspace X and got no answer from anyone. The Controller on the low side RX1 said the Shout Lines with ZZZ [Approach] were down, maybe the ZZZ2 [Center] lines were down as well. By this time I had hollered for the FLM to come down and explain if they knew what was going on, and it was then I was told that ZZZ2 [Center] was ATC-0. At this time the aircraft had already entered ZZZ2 [Center] airspace without approval, and my main focus was to handle the aircraft towards ZZZ [Airport] approach. We pulled up the approach plate at ZZZ [Airport] and I told Aircraft X to maintain 110 to not enter approach's airspace and gave the aircraft I think XYZ.AB to switch over. Not two minutes later, ZZZ2 [Center] comes back up and helps me with necessitating the hand-off. Not at any time was anyone working traffic aware of this issue with ZZZ2 [Center]. After this aircraft handling was done, I called Area B controllers and asked if they knew about the ZZZ2 [Center] Zero event and they said no that they had not heard anything. Area B also is adjacent to ZZZ2 [Center] airspace. Later the FLM came back down to let us know the ZZZ [Approach] lines were back up and running. This makes this Zero event even more frustrating to us in Area A since the routing and altitude that we give ZZZ2 [Center] aircraft going to ZZZ1 Approach requires us to call ZZZ Approach for a Point out. So during this Zero event, we had no clue that we were actually in it, and then if we did know we would have had to do extra work just to get the procedure to work with ZZZ Approach. Another part of this is that the controller on RX1 never knew about this event as well because he had a ZZZ [Airport] departure at FL230 during this time as well, and according to the ATC-0 procedures we are to Radar Identify the aircraft when they come over to us. I cannot be sure that this was done. This aircraft... I don't recall the numbers or where he was headed. Communication is a big deal in what we do. It is highly irresponsible to not be told about something as important as an ATC-0 event in the facility. All I needed was to know who and when and we could have handled this situation the correct way. We have routing for this exact situation, we have the procedures posted in the area, but if no one tells me what is happening then this type of event will continue to happen.

## Synopsis

Center Controller reported an ATC Zero event at another Center facility resulted in communication issues and an airspace violation.



ACN: 1775936

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : Instructor

Function.Flight Crew : Captain

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 9000

Experience.Flight Crew.Last 90 Days : 8

Experience.Flight Crew.Type : 1400

ASRS Report Number.Accession Number : 1775936

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

The no touch exemption for headsets, microphones and O2 masks was directed towards relief for recurrent or CQ lessons only. It apparently did not cover the other Training/Qualification Lessons. As this seems illogical (a virus cannot tell the difference). I applied the no touch exemption to all lessons.

## Synopsis

Air Carrier flight instructor reported the "no touch exemption" as written for O2 masks, headsets, etc., does not cover all types of training and checking periods.

ACN: 1775924

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 2500

## Environment

Flight Conditions : VMC

Light : Dusk

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Corporate

Make Model Name : Small Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Final Approach

Route In Use : Visual Approach

Route In Use : Direct

Airspace.Class C : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 4200

Experience.Flight Crew.Last 90 Days : 35

Experience.Flight Crew.Type : 25

ASRS Report Number.Accession Number : 1775924

Human Factors : Workload

Human Factors : Situational Awareness

Human Factors : Training / Qualification

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Result.Flight Crew : Became Reoriented  
Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was the PNF and the First Officer on this flight to ZZZ. On our approach into ZZZ we were slightly high on vectors and then cleared for the visual approach. The Captain PF was at a speed of 230 knots indicated airspeed (KIAS) and was trying to descend and slow to land. He was unable to slow to 200 KIAS as we were entering the Class C airspace and we determined the approach was unstable and executed a go-around. We entered the traffic pattern and landed successfully. I believe the cause is a decrease in proficiency due to reduced flying during the pandemic. We were doing 220-230 KIAS while entering the Class C airspace.

## Synopsis

Corporate First Officer reported an unstable approach occurred and cited lack of flying as a contributing factor.

ACN: 1775906

## Time / Day

Date : 202012

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : No Aircraft

## Person

Location Of Person.Other  
Location In Aircraft.Other  
Reporter Organization : Air Carrier  
Function.Maintenance : Other / Unknown  
ASRS Report Number.Accession Number : 1775906  
Human Factors : Communication Breakdown  
Human Factors : Time Pressure  
Human Factors : Physiological - Other  
Communication Breakdown.Party1 : Maintenance  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Maintenance  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

Due to the lack of proper transportation support, employees are either packing themselves into crowded buses or rushing from home to catch one of the improperly scheduled buses that will get them to work on time. The company has reduced the frequency of the buses and now each of us is either leaving our homes earlier to get to the lot or leaving the terminal late because the schedules are not aligned with employee's hours. There are two things occurring here. Theft of employee time and endangerment of exposure to COVID-19.

## Synopsis

Maintenance Technician reported reduced bus schedules are causing overcrowded buses and increasing the possibility of catching COVID-19.

ACN: 1775879

## Time / Day

Date : 202012

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Route In Use : Direct

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1775879

Human Factors : Workload

Human Factors : Time Pressure

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Pre-flight

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

While doing my countdown/brief down, there was a passenger in [seat] XX1 complaining about the passengers in [seat] YY3 and [seat] YY4 that were not being compliant about

the mask being over their nose and mouth. I immediately told the passengers in YY3 and YY4 to place their mask over their nose and mouth, which they complied. While I was waiting for the pilots to finish up the last of the paperwork, so I can close the main cabin door, the passenger from XX1 came up to me to complain about the passengers again in YY3 and YY4 that were not being compliant about wearing their masks. The passenger from XX1 proceeded to ask me what the consequences were for people who don't comply with wearing their masks so I told him that I would speak to the Captain. I told the Captain to make an announcement about wearing the masks over their nose and mouth for the duration of the flight and in the next few seconds the Captain made the announcement and everyone was in compliance. It was then time to close the main cabin door and begin the safety announcement. I started the beginning of the safety announcement and the passenger from XX1 walked right up to me to complain yet again about the passengers in YY3 and YY4. I told the passenger that I am doing the safety announcement and I have to do my Flight Attendant duties but I will come to address the issue. The passenger was not pleased with my response because he wanted me to address the issue right at that moment, but I only have a finite amount of time to do the safety announcement and do the last of my Flight Attendant duties before takeoff. After the safety announcement was complete, I went to the passengers in YY3 and YY4 and told them to keep their masks over their nose and mouth. One of the passengers said that he was drinking his beverage so he forgot to put the mask back on. I reminded both passengers to keep their masks on and comply with the policy in order to avoid any issues in the future. Both passengers made some remarks and was upset that the passenger from XX1 was complaining about them so much. I even offered to give them additional masks because the face covering that they had on was sliding off their faces. The passengers refused to receive the additional masks and said that they would comply. In the end, both passengers from YY3 and YY4 complied so that we could depart safely. While inflight, I made several announcements about all passengers keeping their masks on for the duration of the flight and that everyone had to comply with this policy. The passenger from XX1 did not come to me to complain at all during flight or after taxi. I assumed that he was satisfied with the results of what happened and the passengers in YY3 and YY4 remained compliant with the mask policy.

## Synopsis

Flight Attendant reported two passengers would not initially comply with face mask policy. Both passengers complied after another passenger began complaining about them.

ACN: 1775877

## Time / Day

Date : 202011

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase:Other

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1775877  
Human Factors : Communication Breakdown  
Human Factors : Workload  
Human Factors : Physiological - Other  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected.Other

## Narrative: 1

Passenger A had to be told several times to please wear his mask. The last time I asked him, he was playing with his cell phone, was NOT chewing anything and shook an empty chip bag at me, telling me twice that he was eating. Well, he was not. I learned later he had connected that day from ZZZ, a hot zone. I guess Passenger A felt that he was exempt from wearing a mask on board.

## Synopsis

Flight Attendant reported a passenger would not comply with face mask policy.

ACN: 1775865

## Time / Day

Date : 202012

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1775865  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Passenger  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Upon deplaning a gentleman complained to the Purser and I, regarding another gentleman passenger. He said the man sitting near him was coughing and sneezing the whole flight and that he was not wearing a mask. He pointed his finger at us and sternly said you two did nothing about it. The Purser responded to the gentleman about the situation. My work position was in the First Class galley. There was no complaint brought to my attention during the entire flight. At no time did I observe any of this behavior.

## Synopsis



Flight Attendant reported a passenger complained about another passenger coughing and sneezing on the flight and not wearing a face mask.

ACN: 1775764

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 23580

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Route In Use : Direct

Airspace.Class A : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1775764

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1775772  
Human Factors : Workload  
Human Factors : Training / Qualification  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Confusion  
Human Factors : Communication Breakdown  
Human Factors : Human-Machine Interface  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I take full responsibility for this altitude deviation. We were in the chocks at ZZZ and there was a slight reroute to ZZZZ. The FO X said it would not load in the FMC, but FO loaded manually. FO said the same thing happened on the last flight also into ZZZZ. I had flown down to ZZZ1 in Month X and had the same reroute. The FO had over 40 hours total time with XX landings. I have not flown in over 60 days. So in the chocks the Departure Briefing I briefed CA designates PF PM states concerns and threats PF states concerns and threats taxi, takeoff/reject departure. The FO said low time and I said my over 60 days off. FO is rock solid, what an excellent stick. You know when you meet someone for the first time, it's going to be a fun flight. Every time I see FO X's name on the crew list, it will be a fun flight. For over 40 hours and XX landings FO flew real well. Talking to ZZZ Center of frequencies XYZ.Z and XYA.B and we're climbing to FL230 and they ask Aircraft X we just want to confirm the route. FO asks this is a reroute you want me to put on the autopilot? If I had said yes, I would not be writing the report. The fault is all mine. My thinking was this is the same reroute we got in the chocks easy-peasy. And it was the same route but took three or four minutes to get everything done. ZZZ Center then cleared us ZZZZZ JXXX ZZZ1 as filed. I spelt ZZZZZ wrong and it was not accepted in the FMC. Right then the Altitude Deviation warning came on. ZZZ Center told us switch over to XYZ.Z and I reported FL240 we were at FL238 and our clearance was FL230. Center than cleared me to climb to FL400. Lots of areas to hit on. Even though I haven't flown in over 60 days do Company work on most days, I read all the changes, FD Pro X, Airline Pilots, WSI Pilotbrief, and Outlook. On any day to read all this it takes 45 minutes to and hour and a half. For this ZZZZ flight, I checked it three days in a row. What was the routing, did it go over ZZZZ1 Country, and the weather? FO is an excellent pilot. Low time like FO is the autopilot should have been on. The mistake is on me, no excuse, I messed up. It pains me to have made this mistake, I can't remember my last report.

## Narrative: 2

New on the aircraft, I had briefed the Captain I wanted to hand fly the aircraft, which he agreed was a good idea. We departed ZZZ on XXL and was cleared on the ZZZZZ1 4 RNAV SID. In our turn towards ZZZZZ1 we received clearance to ZZZZZ2 on frequency XYA.B. When we checked in to XYZ.Z we received a clearance to FL230 and to fly direct to ZZZZZ. ZZZZZ is not on the SID or depicted anywhere on the SID. The Captain was unfamiliar but I was because I flew the same Flight the day before and we received the same clearance. I believe I spelt the fix out to the Captain and asked if I should I put the Autopilot on, which he responded 'no it's okay'. Just as he was typing it in and he executed it we heard the altitude alert caution and we were at 23,580 feet. I quickly reacted and proceeded back towards FL230 at the same time the Captain called ATC and stated 'Aircraft X at FL240'. ATC then cleared us to FL310 or FL330. The deviation occurred at XA:22Z. I should not have asked the Captain if I should put the autopilot on, I should have just done it. We were obviously both needed to navigate. I should have put the autopilot on while the Captain was trying to figure out and insert a fix that was not on the SID. Having the autopilot on would have prevented us from flying through our assigned altitude while we were navigating the new clearance.

## Synopsis

Air carrier flight crew reported an altitude excursion during climbout.

ACN: 1775759

## Time / Day

Date : 202012

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi  
Flight Phase : Parked

## Person

Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1775759  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Training / Qualification  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.No Specific Anomaly Occurred : Unwanted Situation  
Detector.Person : Flight Crew  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I have been on more than one flight scheduled to DH to ZZZZ. Of the X # of DH FA crewmembers NOT ONE of them was aware of the required Country X medical tracking system to come and help the FA crew get the system installed and the form completed. On the other flights, [the FA department] failed to respond to our request. As a result, the other pilots and I had to take time to instruct the flight attendants on the process. The time we took to do this took away from the time we had to do our flight duties and

resulted in a flight departure delay. The set up and function of this program does not allow it to be downloaded and permission for entry obtained while in-flight. I have heard everything from "I don't think we need that," "I will just do it inflight," and the best "I don't read the email messages." (This from the FA who was detained). In any case it is not the job of the flight deck crew to instruct the FA group something of this nature. If a crewmember is caught without this tracking system, it exposes the whole crew to medical detention. The in-flight group needs to take responsibility for ensuring the FA group has the proper tools and is following the proper guidelines. I believe for the immediate future a station manager needs to meet each departing crew and ensure that they have the tracking system on a device and it has been properly filled out. They also need to ensure the FA group is aware of the requirement of a daily health submission. Those who fail to comply with this Country's government procedure jeopardizes our right to operate in this Country. The hotel hands out a form which in part states that if you are caught outside your allowed radius of operation, your airline may lose its right to fly to this Country. The same rule applies to not having the tracking system on arrive or not submitting a daily health check. Cause - Lack of oversight and education from the inflight group. Lack of following procedures from FA group. I have to wonder if this important item is missed, what else are they missing? Each DH crew should be met at the gate by an in-flight Supervisor who ensures that the app is installed and a health check complete. Failure to comply should result in being sent home without pay. Individual FA who do not read company Email messages should be put on a monitor system to ensure the start reading messages and complying with company procedures. I would like a response, other than the usual thanks for the report, it has been accepted we are looking into it.

## Synopsis

Air carrier pilot reported problems flying into a specific country relating to COVID-19.

ACN: 1775697

## Time / Day

Date : 202012

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : No Aircraft  
Flight Phase.Other

## Person

Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Ground Personnel : Gate Agent / CSR  
ASRS Report Number.Accession Number : 1775697

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.No Specific Anomaly Occurred : Unwanted Situation  
Detector.Person : Other Person  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I have been called as shop steward by agents to report unsafe COVID work environment, and I noticed due to short staffing and limited area of check in point also the volume of travelers there is no social distancing and no shields to protect agents from possible exposure to COVID. Most of international travelers are subject to document check and most are not familiar with kiosk checking, also each passenger is accompanied with several family members which makes it more difficult to deal with the crises. There were only 2 agents assigned for all the passengers and all the crowds with was out of control. All has been reported and requested for more manpower and full service to avoid direct and close contact with passengers. The issue of lack of manpower and enforcing passengers and agents to use the kiosk when there is no protection is serious safety issue during [the] COVID pandemic. I hope this report brings all the safety issues to your attention.

## Synopsis

Gate Agent reported concerns with social distancing and lack of manpower in their work environment.

ACN: 1775688

## Time / Day

Date : 202012

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1775688

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Again, while going home on the elevator in ZZZ more than X people were on the elevator. It is the same few people each time. They push the button to make the doors open and come on in the elevator. They do not care that there are already four people inside. They still have no concern about my safety or those in the elevator. COVID-19 is on the rise nationwide. They may not care if they die. I am not ready to catch this disease or die. It is to the point I am mocked. The one guy tells people "Come on in, we can fit lots more."

## Synopsis

Ground employee reported concerns with the number of people getting on an elevator.



ACN: 1775636

## Time / Day

Date : 202012

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1775636  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I am writing this report due to the potential this type of incident has to distract aircrew, particularly the pilots. I believe Purser X, was attempting to implement her own personal mask policy with respect to eating and drinking. Even though I complied with her excessive demands after our first encounter, she immediately escalated the issue and contacted the flight crew (because I asked her name), thereby creating a potential distraction to the flight crew. Summary of events follows: A couple of minutes after being served a drink, I was actively drinking and had my mask down. Purser X, came by only a few minutes later and said I had to put my mask up. I told her I was actively drinking and I had actually just set the cup down. She said my mask had to be replaced between each

sip. I identified myself as an employee and told her I disagreed with her interpretation of the policy. Of note, I have never had a Flight Attendant make such an assertion before. I told her I was actively drinking and she said, that what I was doing was not allowed and reiterated, I had to put my mask up between sips. She also immediately threatened to "Go to the pilots" when I challenged her interpretation. I complied with her dictate, though I believed it to be errant, and put my mask up; dropping it only between sips of my drink thereafter. Of note, the Flight Attendant deadheading adjacent to me left his mask down for long periods of time while eating and drinking, so it appears he had the same opinion as I did. Afterwards, when she passed back by, I asked her if she would give me her name as I felt I needed to report this incident, since she threatened to go to the pilots and I considered her interpretation of the policy to be errant. She refused to give me her name and said she was " Going to the pilots" now, because I asked her name. If Airline X intended her rule to be the standard, then I'm certain Airline X would specifically state that mask must be replaced between sips and bites as opposed to actively drinking or eating. I reread the policy and I still believe her interpretation is errant. I also checked with the ZZZ Chief Pilot office and they also believe there is nothing to support her interpretation of the mask policy. In summary, I believe her actions, specifically developing her own policy and her abrasive engagement has the high potential of creating additional conflicts with passengers and unnecessary distractions to the cockpit.

## Synopsis

First Officer who was deadheading reported a disagreement with a Flight Attendant regarding interpretation of mask policy.

ACN: 1775620

## Time / Day

Date : 202012

## Environment

Flight Conditions : IMC  
Weather Elements / Visibility : Rain

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Descent

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 3849.73  
Experience.Flight Crew.Last 90 Days : 98.7  
Experience.Flight Crew.Type : 3849.73  
ASRS Report Number.Accession Number : 1775620  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Anomaly.Inflight Event / Encounter : Fuel Issue  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Weather

## Narrative: 1

Our alternate was ZZZ2 exactly because ZZZ3, ZZZ4, ZZZ5, and ZZZ6 were not suitable weather-wise. The original flight plan had fuel to fly ZZZ-ZZZ1, go-around and fly to our alternate of ZZZ2 landing with a fairly standard REMF, as I recall; certainly not enough fuel to shoot a second approach in ZZZ1 and comfortably divert to ZZZ2. This was our third and final leg of the day, following a ZZZ-ZZZ7 turn. It was our second day of a three-day trip and we felt reasonably alert. If we had to divert to ZZZ2, I suspect we would have been close to timing out in our block time; from a passenger standpoint, ZZZ2 made a lot of sense with the ability to re-crew in a base. By the time we blocked in ZZZ1 we had completed 7:30 actual flight time. I know I was tired at the end of the day. Time compression in ZZZ between second and third leg. 1. The flight plan for our final leg was not yet available for downloading and consideration before top of descent ZZZ7-ZZZ (leg #2). Flight planning on the ground felt very time compressed. 2. We were switching aircraft in ZZZ. 3. We were supposed to have been boarded crew meals for our second leg (ZZZ7-ZZZ) but for some odd reason, the FO's hot meal was boarded and I was offered a hodge-podge of a snack box, beef jerky, a cookie, three dried apricots and a packet of honey. I snacked on that offering but needed to find a real meal back in ZZZ between flights. 4. Please appreciate the 64 minutes on the ground is from parking brake set on Flight number, (inbound flight), complete the parking checklist, collect our belongings, traipse over to a different gate (thankfully, the gates were close), download and review: Flight Number's OFP, NOTAMs, and aircraft maintenance and history, review weather on WSI iPad app, pre-flight a new aircraft, load and check the FMC, brief flight attendants especially on the weather conditions, receive an ATC clearance, departure brief between pilots, accomplish both the pre-flight checklist and before push checklist, and then release the parking brake for push-back. Given the lower ceilings and reduced visibility with snow-rain mix and strong direct gusty crosswinds in the TAF I felt it prudent to add contingency fuel. I called our dispatcher at the gate in ZZZ and we agreed to add approximately 30 minutes of fuel; specifically, 3,000 pounds. I had hoped that our dispatcher was cognizant the conditions forecast in ZZZ1 warranted more consideration than a milk-run, day, VFR landing, but truthfully, I had a whisper of uneasy misgivings. Perhaps I felt this was the fuel plan SABRE popped out and there could have been more... more human QA to it... perhaps. Then again, maybe it was nothing... yet the voice in the back of my mind wasn't letting up. Something felt unsettled. Was our dispatcher a little susceptible to Automation and Anchoring Bias... was our dispatcher's Situational Awareness appropriately elevated? Was her Review/Monitor/Predict loop firing on all cylinders? I decided: "I'll set it aside for now--relax, captain--it's probably nothing." (spoiler alert: it turned out to be nothing but the ambiguity of whether it was or not, before and during the flight was distracting.) I do not have the ATIS but I did reconstruct the conditions from a historical AWOS archive 01 XA: 51Z: 330/19G26 6SM -RASN BR BKN009 OVC016 02/01 A29.60 PK WND 33033 01 XB: 51Z: 330/18G27 3SM -SN BR BKN008 OVC013 02/01 A29.61 PK WND 32032 01 XC: 06Z: 330/16G29 3SM -SN BR BKN010 OVC015 02/00 A29.61 PK WND 32029 01 XC: 14Z: 320/16G24 2-1/2SM -SN BR BKN008 OVC 013 02/00 A29.61 PK WND 32029 01 XC: 23Z: 320/14G28 1-3/4SM -SN BR OVC010 01/00 A29.61 PK WND 32029 01 XC: 30Z: 330/18G22 1-3/4SM -SN BR BKN008 OVC012 01/00 A 29.61 PK WND 32029 The ATIS stated ILS RWY XXL and RCC (Runway Condition Code) 5/5/5 at XJ:00Z, XXR/YYL and XY/YX CLSD, and various CLSD taxiways. The RCC time stamp of XJ:Z caught my attention as being roughly 16+ hours old. [Aircraft type] landing crosswind component "guidelines" in the Flight Manual Limitations Chapter: RCC 5 and 6: 40 knots RCC 4: 35 knots RCC 3: 25 knots "NOTE: The crosswind guidelines presented... .. The use of these guidelines

should be based on the current weather conditions and the pilot's ability and experience level." Even with the recent uptick in flying the overwhelming majority of us are feeling "rusty". Generally, with my XX+ years flying experience it seems to come back fairly quickly but I definitely don't feel the same high level of finesse as I did a year ago. I'm aware of it, very aware. I'm working diligently to trap the errors and as minor as they seem there are more of them. Actively seeking and countering threats, setting the right tone on the flight deck, and ensuring we are working well with dispatch these are some of the best tools we have. Overconfidence bias especially in challenging conditions while none of us are flying as much as we usually do is probably at the top of the list. Going the extra step of resolving seemingly small ambiguities seems especially appropriate right now. Plan continuation bias, expectancy bias, and optimism bias creep into the mix a little more insidiously than usual. The ever-present threat of complacency has absolutely not waned. I wonder is Dispatch in the same boat? I suspect so. I want to be cognizant and understanding of that likelihood--we are a team and we need to lift each other up. A little over an hour prior to touchdown we began planning our ILS runway XX approach and landing with the most current conditions at the time. We reviewed the NOTAMs, assiduously marking up the myriad of closed taxiways on our -9 pages. We pulled landing performance data and reviewed it intently. With the strong direct and gusty crosswinds we might have preferred a flaps 40 landing on Runway YX but it was closed. I felt the RCC 5/5/5 at XJ:00Z (16+ hours old) was a remnant and if we just encouraged dispatch to make a call to ZZZ1 Tower, we could get something much more useful, more akin to an hourly observation. Actively countering the ambiguity of a very stale RCC given the worsening weather conditions. Making allowance that Dispatch is planning and monitoring somewhere between several and a small slew of flights they aren't going to catch everything. The ACARS reply from "X Dispatch" for an updated RCC: "ZZZ1 CITY OPS SAYS 5/5/5. THEY WON'T UPDATE THE NOTAM/FICON UNTIL THERE IS SOMETHING SIGNIFICANT TO UPDATE." Ambiguity not resolved. Concern we were being led down a path... heightened. With time for more nuanced decision points running out, I replied to X Dispatch: "Name, JUST WANT US ALL TO HAVE THE SAME UNDERSTANDING ABOUT HOW CRITICAL I VIEW A CURRENT AND ACCURATE FICON\* WITH THE GUSTY DIRECT CROSSWIND TEMP/DP 02/01... I WILL NOT ATTEMPT A LANDING WITHOUT IT. IS THE 5/5/5 FROM XJ:00Z OR HAVE THEY MEASURED IT MORE RECENTLY... I WILL NOT ALLOW A GREEN BAY OFF THE END COMPLACENCY FROM ZZZ1 CITY OPS TO SUFFICE. PLS INFO FODM OF THIS" (\*FICON, I should have used "RCC" instead) X Dispatch reply: "OKAY. I GOT THE [Flight Operations Manager] IN ON A CALL TO ZZZ1 TOWER. FODM IS UP TO SPEED ON THE CONCERN. THEY REPORTED: RWY XXL AT XS:54Z. 5/5/5. 100 PCT WET. AGAIN, THEY DO NOT ANTICIPATE TO UPDATE UNLESS THERE IS AN ACCUMULATION ON THE RUNWAY OR ANOTHER CHANGE IN CONDITION." Did I feel like we were pushing a rope? Yes. Yes, I did. I felt like we were being dismissed and my confidence in X Dispatch was significantly diminished. I felt like X Dispatch was not proactively leaning forward in the saddle and was content to accept whatever ZZZ1 City Ops said. Rather than feeling supported, rather than feeling like the increased risk was being adequately considered and mitigated, I felt a certain inappropriate nonchalance had insidiously permeated. I feel like I had to kick up a ruckus to finally get an RCC 5/5/5 at XC:00Z--as the XS:54Z RCC was still 7-ish hours old... DURING a RASN event. Finally, I feel like the fact that nothing bad happened adds to the confirmation bias that it was much ado about nothing... right up until it's not nothing. And "Not Nothing" happens in a blazingly fast moment. What could I have done differently and more effectively? I should have called X Dispatch from ZZZ7 on leg #2, asking her to work up our leg #3 early--I could have alleviated the time compression I felt on the ground in ZZZ. In retrospect, I wish I had noted the XJ:00Z RCC from the ATIS available in either FD Pro X or just pulled the ZZZ1 ATIS on ACARS before pushing and added resolving the stale RCC to the fuel increase phone call with X Dispatch. I should have used "X" words in the ACARS messages with dispatch to convey the level of

my unease. I should have started descent planning and landing in those conditions at Top of Climb (TOC) to allow more time to get "the ball rolling". I should have taken the time to call after the flight, to debrief with our dispatcher... really wish I had done that. Ongoing concerns/questions X Dispatch: 1. How early can I ask for a flight to be planned? 2. What fuel contingency plan is appropriate in these meteorological conditions for delayed arrival (E.G., holding while treating the runway) or the preceding aircraft doesn't clear the runway in a timely manner or a gusty wind event causes an unstabilized approach condition? To name but a few possibilities... 3. What could I have done differently from X Dispatch's perspective? I would like the feedback to make me a better Captain. ATC: 1. How long before an RCC gets updated? Is there an upper number of hours? 2 hours? 36 hours? 2. In these particular conditions of strong gusty crosswinds and rain snow mix, what is an appropriate update interval to give us "end-users" a reasonable level of confidence in the data? 3. How are RCCs actually determined? I am going to end this unusual report with a few words from a recently would-have-been furloughed-but-took-advantage-of-voluntary-separation-program and much-liked coworker. It's important to recognize that Name was an administrative co-worker. He's not a pilot himself but he certainly recognized how important his part in the team mattered. We could all profit from his example. "I made it my goal to make sure every pilot left the flight planning area with a clear head. No matter what issue they had coming in the door, when they went out to fly that issue was taken care of or they knew that I would do my best to take care of it and follow up with them on its outcome. I did not want to be the one to cause a distraction. I was proud to be the one who cleaned up the distractions." "...cleaned up distractions" ... Indeed.

## Synopsis

Air carrier Captain reported weather and associated planning issues at many airports and in particular one that was an alternate for the flight.

ACN: 1775363

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Component

Aircraft Component : Tablet

Problem : Malfunctioning

## Person

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1775363

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Incorrect / Not Installed / Unavailable Part

Primary Problem : Environment - Non Weather Related

## Narrative: 1

My tablet was fully charged at hotel. After 2 hours of flight it would not retain battery. I went to operations in ZZZ to receive [a] loaner and the case was inop. However the tablet received was fully functional. My equipment hasn't been used in some time due to not flying during COVID. I've made arrangements to replace all.

## Synopsis

Flight Attendant reported that the company provided tablet would not retain the charge and stated it had not been used for some time due to lack of flying.



ACN: 1775343

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1775343

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

After landing in ZZZZ airport personnel took our temperatures with an ear thermometer. He did not replace the tip with a new one nor did he clean it after each person. This is unhealthy and unsanitary. Use only a forehead thermometer.

## Synopsis

Air carrier First Officer reported that a person checked their temperature after landing with an ear thermometer and did not replace the tip between checks.

ACN: 1775338

## Time / Day

Date : 202012

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1775338

Human Factors : Training / Qualification

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Flight Crew : Exited Penetrated Airspace

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

I was PF, hand-flying. On departure, we were cleared to 10,000 feet. Northbound on the SID, climbing through approximately 7,500, I increased pitch to avoid a small build-up off the nose. Climbing thru approximately 8,800 feet, I realized that I was going to have a difficult time leveling off by 10,000 feet. I asked the CA to advise ATC of the potential altitude excursion and aggressively, but smoothly, reduced pitch to level off. I exceeded our assigned altitude by 450 feet, and promptly descended back to 10,000 feet. ATC did not seem concerned by our deviation and cleared us to 16,000 feet. This was one of my first sequences after a 6-month leave of absence. The CA is new to the airplane and new to the seat. These factors contributed to our poor altitude SA and slow cross-check. Our threat-forward briefing focused on our lack of recent flying. We needed to be even more vigilant to trap decision and execution errors.

## Synopsis

Air carrier First Officer reported overshooting an assigned altitude during departure.

ACN: 1775210

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1775210

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Confusion

Human Factors : Distraction

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1775285

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Time Pressure

## Person : 3

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Relief Pilot  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1775288  
Human Factors : Situational Awareness

#### Person : 4

Function.Flight Crew : First Officer  
Function.Flight Crew : Relief Pilot  
ASRS Report Number.Accession Number : 1775768

#### Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.General : None Reported / Taken

#### Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

#### Narrative: 1

When I arrived at the airplane for departure I was informed that the FA X had called in sick. Apparently he had been exposed [to] COVID-19. I discussed the need for a new general declaration with the agent once they had found a replacement. About 30 minutes before push back they gave me the new declaration with all positions filled, and I signed it. About 20 minutes before pushing the agent returned and told me that they had pulled the new crew member off for another flight, and asked me if we could go with XX [number] of FAs. Not catching my error I said yes and asked for a new general declaration, it arrived just before departure time I signed it and we departed shortly thereafter. This was my first flight in over nine months with passengers, I had a discussion with the Lead FA about the FA that had called in sick, and wanted to be sure none of the other FAs had been exposed to him, apparently none had. We also discussed the fact that we would be getting a replacement. I just missed the fact that our duty time would require XY [number of] FAs. For myself having been on leave and away from flying for so long, I need to slow everything down, take a little more time.

#### Narrative: 2

Last minute flight attendant sick call and another reassignment. Misunderstood flight attendant minimum requirements. Was unaware that requirements were based on duty day and not flight time. Departed 1 flight attendant undermanned. Last minute changes at a critical time. COVID-19 concerns and maximum limit of XX passengers. We should seek waiver for restricted load passenger flights. Need assistance from dispatch, flight attendants and load to help watch for errors in manning requirements.

### Narrative: 3

I was a Relief Pilot on flight ABC when we left with less than the required amount of flight attendants. I was performing pre-flight duties when this occurred and or discussed and didn't realize there was a problem until today when called by the safety representative. Flight attendant supervisors should closely monitor their personnel requirements.

### Narrative: 4

[Report narrative contained no additional information.]

### Synopsis

Air carrier flight crew reported inadvertently departing with one less Flight Attendant than required for the flight.

ACN: 1775147

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Flight Phase : Landing

Route In Use : None

Airspace.Class C : ZZZ

## Person

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 8

ASRS Report Number.Accession Number : 1775147

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Runway

Result.General : None Reported / Taken

## Narrative: 1

Working a slow but steady local session with Supervisor working GC/CD combined. Very **low staffing due to COVID. Steady traffic all day, I wouldn't call it too busy though.** Very last transmission of my shift was to Aircraft X. Aircraft X called on about a 7 mile final (new pilot). I cleared it to land on Runway XX right and then started my position relief briefing within seconds of my transmission. Finished the brief and my 2 minute overlap, said bye to my fellow coworkers and left. Aircraft X was probably on a 2 mile final by then. I was paged at the bottom of elevator and Supervisor asked "Did you give Aircraft X **Runway XX right or Runway XX left?** I told him I didn't remember. Turned out aircraft landed on Runway XX left instead of Runway XX right. No separation issues luckily. All they said was "cleared to land" I didn't even realize it at the time. I was distracted,



ready for the briefing to be done after a long, busy day with a skeleton crew. Expectation bias all the way, I just assumed they said XX right in their transmission. All controllers tend to get complacent in this job when everything goes right for some time, I need to stay vigilant and listen to every transmission. If I would've just listened to that pilot's readback instead of thinking about getting off position and being done for the day, I **wouldâ€™ve noticed it and I wouldâ€™ve got verification that she was cleared to land on runway XX right and all wouldâ€™ve been good.**

## Synopsis

Tower Controller reported communication issues with an aircraft resulted in a wrong runway landing.

ACN: 1775039

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class C : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1775039

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

On a visual approach to Runway X, the FO was flying, he started the approach a little high but managed to get back on a 3 degree glide to the runway. By the time I noticed we were

at 500 feet and his airspeed was still about 20 knots above Vref. The airspeed managed to get down to Vapp with the engines spooled before touchdown. I hadn't flown in a month so my situational awareness was not on a level it should have been and I should have called a go-around.

## Synopsis

Air carrier Captain reported an unstabilized approach and stated they should have executed a go-around.

ACN: 1775027

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 23700

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Commercial

ASRS Report Number.Accession Number : 1775027

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

Human Factors : Distraction

## Events

Anomaly.Deviation - Altitude : Undershoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Issued Advisory / Alert

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Enroute to ZZZ1 we failed to set altimeters to 29.92 when climbing through 18,000 feet. Due to the very high altimeter setting at our departure field, it lead to us inadvertently leveling off 300 feet below our assigned altitude. ATC queried our altimeter setting and we immediately corrected. Inconsistent scheduling and continued ongoing stress from the organization's uncertain future lead to a flight deck environment prime for small errors such as this one.

## Synopsis

Air carrier First Officer reported not setting the correct altimeter and leveling off below their assigned altitude.

ACN: 1775013

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 110

ASRS Report Number.Accession Number : 1775013

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway

Detector.Person : Air Traffic Control

When Detected : Taxi

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

We were given a taxi instruction from Gate X to Runway XXL via "Romeo, Yankee, Uniform, Kilo cross [Runway] Y, to XXL" but we taxied Romeo to Yankee, taxied on Y past Uniform (apparently missed it) and crossed [Runway] Y at Yankee. The ZZZ Ground Controller caught our mistake and gave us amended clearance to XXL via "Victor to Kilo, Kilo to XXL." I believe I simply misheard the Ground Control clearance, because I briefed the taxi route as I executed it, and I believe the FO repeated it to Ground without anyone questioning it. It was only questioned after we crossed Runway Y, and the Controller realized we were not on K but on Y taxiway. So, either I simply misheard, or I was tired and did not catch the error, and the FO did not catch it either. Either way, my error. This shows how easy it is to get a clearance wrong, especially when you have not flown into a particular hub airport in nearly a year. It points out how we have to stay extra vigilant, especially in these COVID-19 times, because crews are not flying as much, and ATC controllers are handling multiple sectors/tasks, so even if one repeats the clearance the way you believe it is, the ATC Controller may not catch the error.

## Synopsis

Air carrier Captain reported miscommunication with ATC resulted in a taxiway incursion during taxi-out.

ACN: 1774963

## Time / Day

Date : 202012

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1774963

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

At peak times our customers all come at once in masses. They do not follow the social distancing protocol that the CDC, the state, and airline [mandate]. The agglomeration of people is a safety issue. It takes one person to have the virus to [be a] transmitter to others.

## Synopsis

Ground employee reported social distancing concerns during peak times at the airport.



ACN: 1774947

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location Of Person.Facility : ZZZ.Airport

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 250

Experience.Flight Crew.Type : 2000

ASRS Report Number.Accession Number : 1774947

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

While trying to clear Runway XL, the Tower Controller told us which taxiway to take. I could not understand him and asked again. I understood the second transmission, and we cleared the runway. Once clear I asked him where he wanted us to go. He gave instructions and then tried to explain why he gave a specific taxiway. We could not understand that transmission nearly at all. I then said, "Sir, I can't understand what you're saying, your transmission is very muffled." He then came through perfectly clear and then said, "it's the mask," or something to that effect.

## Synopsis

Air carrier First Officer reported communication difficulties with the Tower Controller due to the Controller wearing a mask which possibly muffled the transmission.

ACN: 1774946

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1774946

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Ground Conflict, Critical  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Flight Crew : Took Evasive Action  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Company Flights Aircraft X (event flight) and Aircraft Y had all the elements in play for a severe collision during taxi operations at ZZZ airport, had it not been for the keen and alert awareness of the First Officer (FO) on our flight. Other Company Flight Aircraft Y had just landed on Runway XXC, exited onto Taxiway B, and received clearance to back-taxi on Runway XXR full-length and proceed to the gate. Shortly thereafter Aircraft X received taxi clearance to taxi to Runway XXC via Taxiway P, cross Runway XXR, left onto Taxiway G, and join Taxiway EX. Both flights were taxiing toward the intersection of Runway XXR and Taxiway P when it is assumed that Tower saw the potential collision as both aircraft had "ALL LIGHTS ON" indicating that Aircraft Y was taxiing with clearance on an active runway, and Aircraft X was preparing to cross an active runway with proper clearance. Tower then attempted to modify the taxi clearance for Aircraft X but made an error by initiating the call with Aircraft Y's call sign. The transmission was unfortunately interrupted by a third aircraft trying to transmit as the Tower was attempting to correct the call sign, resulting in the amended clearance transmission being unintelligible to both Flights X and Y. Aircraft X was underway at a nominal taxi speed, and Aircraft Y was observed taxiing at a higher-than-normal speed as they back-taxed toward the turnoff point at the end of Runway XXR. Taxiway P enters at a slight angle preventing the Captain of Aircraft X from clearly seeing any approaching traffic from his right. As the Captain of Aircraft X, we had full intention of entering the intersection as initially cleared. Just prior I initiated a Safety call by saying "Clear left." At that point the FO looked right and said, "Wow, they're moving fast; and don't think they're intending to stop." **Hearing that, I immediately began a full stop of our aircraft prior to crossing the hold short line, followed by turning our lights off, and yielding to Aircraft Y, in case we were the ones in error with the crossing clearance.** Startled that we had just avoided a serious collision, we discussed the possibility of us missing a clearance or how that collision seemed inevitable had we not made the final "Clearing check" prior to crossing the runway. Because of the frequency congestion with Tower working all three frequencies (Clearance, Ground, and Tower) and the fact that we didn't actually cross the hold short line, we held any immediate inquiry as to the miscommunication of the clearance to ourselves. Upon further discussion among ourselves after departure, we were certain that we did not miss any clearances from ATC and that this was a certain potential mishap that needed further investigation to acknowledge the chain of events from going unrecognized in the future. We discovered that both aircraft had the appropriate clearance to be where they were and that there was an attempt by ATC to issue an amended clearance to us. Tower initially called Aircraft Y then quickly attempted to correct to Aircraft X, but the transmission was interrupted by a third aircraft rendering the call sign and amended clearance unintelligible for either aircraft to be warned appropriately about each other. Due to the angle to which Aircraft X was

approaching Runway XXR, there wasn't a good line of sight for the Captain to see any approaching traffic back-taxing on Runway XXR until it would have been too late. It was only due to the vigilance and discipline from the FO in effectively communicating the immediate danger that we were able to avoid a severe collision given the circumstances. It is believed that Tower was operating at reduced staffing levels even though there were a lot of aircraft movements at ZZZ that evening. This was likely due to COVID protocols in place with ATC. The increased workload enabled him to issue clearances to both Flight X and Y to be on Runway XXR at the same time if timing was ideal. In this case, an amendment to the clearance was attempted to be issued; however, time was not in our favor for the Tower to initiate the call with the wrong call sign and be interrupted by a third aircraft making the transition intelligible by either flight.

## Synopsis

Air carrier Captain reported a near ground collision due to communication issues with ATC. Captain stated that Tower staffing levels may have contributed to the event.

ACN: 1774923

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 265

Relative Position.Distance.Nautical Miles : 5

Altitude.MSL.Single Value : 8300

## Environment

Light : Daylight

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Climb

Route In Use : Direct

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Airspace.Class E : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1774923

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Troubleshooting

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Last 90 Days : 122  
Experience.Flight Crew.Type : 10000  
ASRS Report Number.Accession Number : 1774936  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Automation : Air Traffic Control  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

While climbing on the ZZZ4 departure, ATC issued a turn to heading 265 and a climb to 17,000 feet. I read back the climb instructions, and both I and the Captain confirmed the instructions. While climbing through 8,300 feet, Departure asked if we were leveling at 8,000 feet, to which I responded, that our last instructions where to climb to 17,000 feet. Departure then instructed us to descend to 8,000 feet and turn left 30 degrees, at which time we received a TA and we acquired the aircraft visually. After the TA cleared, Departure issued a new climb clearance to 16,000 feet and we continued on to our destination. Conditions at the time were clear skies with low traffic chatter on the frequency, normal workload on climbout, and the Captain hand flew the aircraft to about 16,000 feet and all through the incident. Not sure there is any issue on the flight crew side, but perhaps ATC may have to look into this. I have noticed that the ATC staffing levels have changed since COVID and that they are working more than one frequency per Controller. Not sure if this was the case and was given wrong instructions by mistake.

## Narrative: 2

During climbout from ZZZ, we switched to Departure and a received a clearance to turn to the west and a climb to 17,000 feet. FO, who was PM, read back the clearance and set the heading bug and 17,000 feet. This was also the clearance I heard and read back both of the changes to the PM. Approaching 8,000 feet Departure Control queried if we were leveling at 8,000 feet. As the PF I immediately started to correct back to 8,000 feet (highest I saw was 8,600 feet) and began a left turn as directed by ATC. During this time, we received a brief TA alert. As we were rolling out FO saw the traffic and called it out and said it was no factor. Almost immediately after that we received a clearance back to a heading of 270 and a climb to 16,000 feet.

## Synopsis

Air carrier flight crew reported a clearance misunderstanding resulted in an altitude deviation and an airborne conflict during departure. First Officer cited ATC staffing levels due to COVID-19 as a possible contributing factor in the miscommunication.



ACN: 1774916

## Time / Day

Date : 202012

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 5000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Flight Phase : Final Approach

Route In Use.Other

Airspace.Class C : ZZZ1

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

## Person : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (mon) : 9

ASRS Report Number.Accession Number : 1774916

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Person : 2

Location Of Person.Facility : ZZZ.ARTCC  
Reporter Organization : Government  
Function.Air Traffic Control : Approach  
Function.Air Traffic Control : Enroute  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 17.7  
ASRS Report Number.Accession Number : 1774922  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

ZZZ Approach was closed for staffing reasons due to COVID illness / quarantine on the midnight shift. Sector X (my sector) was in control of the airspace. Sector Y had Aircraft X arriving to ZZZ from the southeast. The pilot dialed up the ATIS at ZZZ which told the pilot to come up on my frequency for a weather update. I read the weather to the pilot then sent them back to sector Y freq. I kept the datablock up on my scope assuming that I would get a hand off soon and clear the Aircraft X for an approach. Since ZZZ is really close to the boundary with [sectors] X / Y, the Controller decided to work the aircraft all the way into ZZZ. I treated it like a point-out as did he although we made no official coordination. At the same time, I had another aircraft (Aircraft Y) about 60 miles north of ZZZ inbound to the field and was asking about runway conditions at ZZZ. I had a number to call the field operations for updates because the TRACON /Tower was closed. When calling from the line, I got a recording stating the "This line is no longer in service and to hang up and try again." I asked the second Controller in my area if he knew of an issue with the phone number. He got on the Supervisor's phone and called for an update. The field ops told him about the snow on the runways as well as Runway X Left being closed for snow removal. This was not in our NOTAMs. That Controller then ran down to the other area who was working the Aircraft X and told them what was going on. Luckily the Aircraft X wasn't too low for radio coverage, the Controller issued them present heading and a climb back up to 6,000. The Aircraft X was then put on my frequency where I let them fly out to the west a bit farther and set up for a turn back to the IAF for Runway X Right. The plane then landed safely at ZZZ. There should have been formal coordination between Sector Y and myself on who was working the Aircraft X into ZZZ. It doesn't change the fact that a runway was closed at ZZZ without a NOTAM in our system. The only reason we found out was because of the Aircraft Y inbound from the north asking about updates on the field conditions and the other Controller making the phone call for me. I'm not sure how long it takes for NOTAMs to populate in our system but it's not fast enough. I

guess they hit enter on the keyboard and immediately jumped in snowplows and took to the runway. The NOTAM did eventually populate in our system, but it was after this event took place.

## Narrative: 2

I was notified of a poorly handled situation on the mid shift. There were several major breakdowns in communication causing a "swiss cheese" situation that could have ended devastatingly. Likely some minor changes to ZZZZ/ZZZ (ZZZ ATC 0) Contingency Plan. At roughly XA:00 in the morning Sector Y was working Aircraft X, during the enroute/initial descent portion of the flight arriving ZZZ. Keeping in mind ZZZ Approach is ATC 0 and Sector X assumes ALL of their airspace with procedures in place. At some point Aircraft X calls Sector X, likely on a second radio while in communication with Sector Y, to obtain the weather since the ATIS is not updated hourly and instructs pilots to do exactly that for the latest weather and field conditions. Presumably the pilot was then instructed to return to Sector Y frequency since the flight was a little ways out (and no radar contact) where Sector Y proceeded to work the aircraft all the way into the airport with no coordination to Sector X. Sector X Controller proceeded to watch this unfold without attempting to initiate the coordination to Sector Y to say "radar contact" or even "point-out approved" since there was no traffic for this aircraft. This was wrong in and of itself for several reasons including questioning the reach of Sector Y frequencies. Sector Y has this aircraft set up for an instrument approach, runway unknown to Sector X. Simultaneously, Sector X is in communication with Aircraft Y, inbound to ZZZ. The pilot of this flight asked us for runway conditions. The Controller working the sector was unable to get a hold of ZZZ airport operations with the line for an unknown reason. The Sector X, A-side called on another phone and after a brief conversation with operations learned that operations had tried calling Sector X on frequency to inform us that Runway XL is closed while they clear the runway of snow. It was also about this time that the NOTAM populated in ERIDS (En-route Information Display System) which is definitely not enough time between NOTAM being received and giving [the] Controller time to see [the] NOTAM relative to the location and phase of flight to Aircraft X arrival, especially if NOTAMs had already been checked and issued at the initial descent per 7110.65. While this phone call was taking place, Aircraft X was on final at approximately 3,500 feet or less. A-side ran to Sector Y and asked what runway the flight is set up for and was told Runway XL and was immediately told to cancel approach clearance and climb aircraft to 6,000 runway heading and place the aircraft on Sector X's frequency. It's amazing that Sector Y's frequency was able to even reach the aircraft. With poor visibility and snow plows kicking up snow, the plows would never have been seen even if the runway had been. Recommendations: 1. Airport operations not getting a hold of an actual person to communicate runway closure and in a timely manner. 2. Sector Y working an aircraft into airspace that wasn't their own. Breakdown in understanding ownership of ZZZ1 or negligence? 3. Sector X Controller not initiating "radar contact" of this flight. 4. Retrain OM's. Many overnight OM's are not properly executing text files at time of ATC 0 placing ZZZ approach airspace at a sector that's adjacent to the actual sector being worked. Sector X is one scope on the mid at Sector Z. ZZZ approach is being opened at Sector X and more often than not, is NOT followed up with a CS message to combine with Sector Z. Until a few years ago, Sector X was the mid scope and text file needs updated. This second step was clear in an email prior to this **period of ZZZ, ATC 0 but is being overlooked. Controllers in Sector X assume it's being done correctly by having the airspace next to them and don't speak up about it.** So if an aircraft didn't call Sector X for weather, Sector X could potentially be completely unaware of Sector Y working aircraft into ZZZ as "auto-pop" would happen on the adjacent scope. During this incident, ZZZ Approach was opened at the adjacent scope as I was told. That did not cause this though or factor into it, however. 5. Airport operations told to contact ZZZ Center on frequency which was never going to work. Needs to be a phone call to

center and nothing done until this takes place. It was discussed this morning after this incident that regardless of the weather, ZZZ (Sector X) shall reach out to airport operations for ALL arrivals to make sure they are clear of the runway. Supposedly one of the operators on the runway had a radio with a dead battery and obviously would not have heard a pilot calling short final or any other calls. Why wouldn't a radio be tested with another handheld and how could it have been unknown that it was dead? Changes to the ATC-0 plan may need to happen to stop this from happening again.

## Synopsis

Center Controller reported communication issue with a TRACON that was ATC Zero involving an aircraft inbound to an airport with a non-NOTAMed closed runway.

ACN: 1774861

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1774861

Human Factors : Workload

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

[I have concerns with] the COVID pre-takeoff PA, which now instructs passenger that flight attendants will collect trash during safety compliance checks. Topics of concern: 1. Would this action not be a direct conflict with FAR 121.391 (d)? It is understood that collecting a few used cleaning wipes and some cups does not present an issue. Some may even consider it like collecting pre-departure beverage cups prior to takeoff. However, managing empty pizza boxes (and similar bulky items) will require flight attendants to unlock carts (and/or trash cart doors) since the openings are too narrow to accept such items (FAR 121.577 (c)). 2. The Flight Attendant could offer to return later for bigger items, but would that not require a judgement call during an extremely limited period? This adds a new distraction from more critical safety matters (seat-belts, tray tables, etc.). A Flight Attendant is responsible for (depending upon aircraft) checking for more than 20 items during routine pre-takeoff/landing compliance checks. 3. The Flight Attendant must now

carry a trash bag during compliance checks leaving only one hand free to steady themselves from a fall. It is confirmed that taxi surface movement is a high-risk period for injuries. Also, the revised policy now adds more time (additional duty) before being able to secure in a jumpseat. Knowing first-hand the history of Flight Attendant injuries related to surface movement, I strongly recommend the company reevaluate and consider changing to a more reasonable expectation of trash collection after takeoff.

## Synopsis

Flight Attendant reported concerns regarding the COVID-19 pre-takeoff PA instructing passengers to give the FAs trash during the safety compliance check. Flight Attendant believes this detracts from the main reason for the safety check.

ACN: 1774853

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Fractional

Make Model Name : Medium Transport

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Ferry / Re-Positioning

Flight Phase : Parked

## Component : 1

Aircraft Component : Aircraft Furnishing

Aircraft Reference : X

Problem : Malfunctioning

## Component : 2

Aircraft Component : Aircraft Documentation

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Private

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1774853

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1774852  
Human Factors : Time Pressure  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Physiological - Other  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I received a call from our Chief Safety Officer stating that the aircraft we flew yesterday had an open maintenance write-up which we and 8 other crews had flown with. The day before, I was briefed by my PIC on the information related to our flight that day including weather, NOTAMs, and other applicable concerns. No open write up was mentioned and we continued with our flight per usual. As an SIC I suggest that in the future I should specifically ask the PIC during the pre-flight briefing if there are any maintenance concerns. This would provide an extra layer of safety and redundancy in our processes and would hopefully help mitigate the risk of a situation like this occurring in the future.

## Narrative: 2

We were dispatched to fly on commercial flight to pick up the aircraft at the maintenance center. Concerns with COVID exposure while traveling on commercial airlines are aggravating. Upon arrival at the airport we were directed to contact the maintenance base to have their van pick us up. When I called, the base informed me that the van service was discontinued. I put in an on-line request for a taxi ride. The address given did not take us to the service center, and there was much confusion and aggravation dealing with the taxi driver to try to get to the proper location. Upon eventual arrival at the service center the aircraft was ready for us, and I ordered fuel. I talked to maintenance both before leaving and during the trip, verifying that all of the paperwork for the maintenance performed was completed to their satisfaction. While completing pre-flight paperwork I apparently overlooked that the flight crew that had originally ferried the aircraft in had written up the pilot seat as a discrepancy, and that the open write-up had not been dealt with, either by being fixed or MELED. Verifying no open write-ups prior to flight is a company SOP, and one that I feel that I normally do as a matter of course. I can only think that dealing with the major maintenance paperwork on the maintenance issues



pushed the possibility of an open write-up not related to that work to the side, and I did not properly review the past flight logs in the flight can, thus missing the write-up. My aggravated mental state at dealing with airlines and COVID concerns, multiplied by the ground transportation snafus, were certainly contributing factors. When non-typical operations are being dealt with, stop and take the time to triple-check every detail.

## Synopsis

Corporate flight crew reported flying with an open maintenance write-up. The Captain stated COVID-19 concerns were a distraction.

ACN: 1774772

## Time / Day

Date : 202012

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Taxi

Make Model Name : Helicopter

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 135

Mission : Ambulance

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Taxi

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Commercial

ASRS Report Number.Accession Number : 1774772

Human Factors : Time Pressure

Human Factors : Other / Unknown

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Upon landing on first leg of flight to pick up [a] COVID-19 patient from sending facility I realized I had not received the approved paper work. After shutting down the aircraft, I immediately sent the manifest and risk for approval. I then called Operations to explain and get into compliance. Once in compliance I called my Supervisor.

## Synopsis

Helicopter pilot reported not having the correct documents to transport a COVID-19 patient.

ACN: 1774741

## Time / Day

Date : 202012  
Local Time Of Day : 1801-2400

## Place

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

## Aircraft

Reference : X  
ATC / Advisory.Tower : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Takeoff / Launch  
Route In Use : None  
Airspace.Class C : ZZZ

## Person

Location Of Person.Aircraft : X  
Reporter Organization : Government  
Function.Air Traffic Control : Local  
Qualification.Air Traffic Control : Fully Certified  
ASRS Report Number.Accession Number : 1774741  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was on Local Control. Ground Control was combined with Flight Data and Clearance Delivery. There was a stand-alone Controller in Charge. Aircraft X was rundown for an IFR release. The release was granted by ZZZ TRACON and Aircraft X departed from ZZZ to

ZZZ1. At the time ZZZ1 had a ground stop [GS] due to COVID cleaning and we did not coordinate a departure time with TMU. Prior to Aircraft X taxiing, there was a strip printed from TMU stating that there was a ground stop to ZZZ1. That strip was placed near the Status Information Area by the Ground Controller. During Aircraft X's departure roll ZZZ TRACON called over on the shout line to advise us of the ground stop and that is when we became aware that Aircraft X should have been delayed on the ground. We as a Tower team did not catch that Aircraft X needed to be delayed and we should have been more observant to the ground stop strip and requested a departure time from TMU for Aircraft X. I recommend that when a GS is in effect that the GS is displayed on the SIA [Systems Information Area] and that a strip is sent to all facilities at the same time. Often we will receive a flight strip with a CFR, GS, GDP...ect., but the information is not displayed on or SIA for several minutes if at all.

## Synopsis

Tower Controller reported an aircraft got off the ground that was in a ground stop due to its destination airport being closed for COVID-19 cleaning.

ACN: 1774687

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1774687

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Human Factors : Fatigue

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Work Refused

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Was experiencing fatigue, headache and mild nausea, didn't feel well enough to do another two flights after the turn I had already done. Crew was concerned about COVID. Tested my temperature and it was elevated. Crew and I no longer felt it would be safe to keep me on the aircraft. Called in sick on line.

## Synopsis

Flight Attendant reported having a headache, elevated temperature, nausea and feeling fatigued during the flight. The crew was concerned it could be COVID-19 symptoms, so the Flight Attendant called in sick for the next flight.

ACN: 1774686

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1774686

Human Factors : Physiological - Other

Human Factors : Distraction

Human Factors : Communication Breakdown

Human Factors : Workload

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related



Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was working from ZZZ to ZZZ1. I was working in the AFT position. As I was in the back I watched the passengers as they were boarding, even helped a few out with questions. I noticed Passenger X and Y seated in seat XX3 had her mask under her chin and XX4 did not have on a mask at all. Once everyone was settled and I was able to move toward the front of the cabin I approached the passenger who was seated in seat XX3 and I told her she must put her mask on over her nose and mouth. She has the mask under her chin. I then noticed the child seated in XX4 did not have on a mask at all. I then asked passenger **seated in XX3 (the mother) "How old is your daughter?" She then responded "She's four (4)" I then told her that the little girl had to wear a mask as well. She immediately told me "No, she doesn't like that and how do I expect her to breathe?"** The little girl was very aggressive towards the mother and began yelling at her and telling her "No, No, Noooooooooo..." She also pinched and hit at her mother for talking to her in their language about the mask. I politely **explained to the mother the company's policy and** she then said "Ok" She pulled out the child's mask from her pocket and placed it on her face. The little girl snatched the mask off, threw it on the floor and yelled out **"NOOOOOOOO!" in her mother's face. I** told the Captain what was going on and gave him full details. So once the door closed and we did our safety demo and was sitting waiting to push back both passengers seated in seat XX3 and XX4 had their mask down and off. I went back to her and told her (the mother) that she had to keep her mask on. She looked at me and rolled her eyes and she put the mask back up on her face. I offered to give her another mask (that are provided on the aircraft) she said "No!" The passenger seated in the exit row seat looked surprised and began shaking their heads at her (the mother & child's behavior) The child was not listening to her mother and she kept screaming at her. The mother was trying to negotiate with the child but she was not paying her any attention. I told the Captain and he told me to go back to the passenger and tell her that they must wear the mask or we will re-open the door and have them removed from the aircraft. She then responded "Ok, we will keep it on." So once we get in the air and we get the 10,000 chime I get up to walk toward the galley and I pass seat XX3 and XX4 they both have their mask down and not on at all. It was the same exact thing I spoke to her about on the ground twice. I then had to tell her for the third time to put her mask back on her face covering her nose and mouth. Once service was done and I went to collect the garbage passengers seated in XX3 and XX4 was non-compliant once again. They were the only passengers on the flight who has to be spoken to on several times about the mask. At this point I issued a policy violation to her and as she was reading it she began to challenge me on the wording of the card. She said the violation stated kids two (2) did not have to wear a mask. I was confused because the child was four (4) going on five (5). This passenger was trying to find reason as to why her child should not wear a mask or why she could have her mask under her chin or top lip. After reading it she put the mask on both herself and the child. The child looked up and rolled her eyes at me because her mom said something to her in their language about her wearing the mask. Once we deplaned, I told the Captain that I had to issue the policy violation to her and that I was going to write a report about the incident and he said "Ok."

## Synopsis

Flight Attendant reported a mother and young daughter would not comply with face mask policy.

ACN: 1774678

## Time / Day

Date : 202011

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1774678  
Human Factors : Physiological - Other  
Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.No Specific Anomaly Occurred : Unwanted Situation  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was assisting a bathroom break for the flight deck. Both pilots were not wearing masks! The First Officer put the mask on when I went in. It is ridiculous that they are allowed to take off their masks in the cockpit. The Captain wasn't wearing his. I asked him, "Where's your mask?," He acted as if he didn't hear me. I was very very uncomfortable. It was like he violated my boundary. I am stunned this is a reality at our company. Since when are they allowed not to wear a mask? I hate to think that flight attendants need to deal with this absolute nonsense. If they are not wearing one before we go in, we are to deal with millions of droplets. It is the end of November. Well into the pandemic, if one doesn't understand the importance of wearing a mask, then why do we have them as company employees? It's a shame this became a political agenda. It never should have been.

## Synopsis

Flight Attendant reported the flight crew did not wear face masks on the flight deck while the Flight Attendant was assisting with lavatory breaks.

ACN: 1774673

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator.Other

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part.Other

Flight Plan : IFR

Mission.Other

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Initial Approach

Route In Use : Direct

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1774673

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Distraction

Human Factors : Time Pressure

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

The Captain was flying. We got switched from the ZZZZZ to the ZZZZZ1 arrival and told to keep 300 knots. ZZZ was busier than normal since COVID and we got task saturated. They cleared us for the ILS XX approach and direct to ZZZZZ2 to join the final. We were then cleared for the approach and proceeded to descend to 2,300 feet via VNAV before hitting approach mode. Since ZZZ had wanted us at 300 knots we were in manual speeds. We descended below 10,000 feet at 300 knots and noticed it at about 9,300 feet. We leveled off to slow to 250 knots by 9,100 feet and continued as normal. It was a simple and common error caused by task saturation and typical ZZZ switching approaches 3 times and arrivals twice. ATC did not say anything. This is a common issue with ZZZ but also something we should have seen. We were more careful to monitor throughout the rest of the trip. This is also an issue of COVID and not flying much. No pilot is flying the amount that we used to. Especially Captains and First Officers on reserve. That is not an excuse, but an observation. ZZZ was busy like it used to be and none of us have been used to that since before the pandemic. We will be more careful, and I will more closely monitor events as well as prevent task saturation so this doesn't happen again.

## Synopsis

First Officer reported the flight exceeded the 10,000 foot FAR speed restriction. Task saturation and time off during COVID-19 were cited as contributing factors.

ACN: 1774668

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part.Other

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1774668

Human Factors : Training / Qualification

Human Factors : Time Pressure

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Ramp

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

We were told to Taxi C - G cross Runway XX to the gate. We contacted ramp and were given taxi to the gate. Our gate was X2 and we made the mistake of picking the wrong

alley and started down the odd gate side. We realized our mistake as well as Ramp Control and we asked to go up the next line over and then to the even numbered side gates. We apologized for this and Ramp was pleasant towards us, told us "Oh you're good, don't worry" allowing us to turn. It was not a busy time on the ground and we had plenty of room to make our turns to get to our gate. There was no safety issue involved but I feel it to be the correct choice in filing this. Contributing factors: I had not touched an airplane in over 1 month and I had not flown as Captain in well over 1.5 months or been to ZZZ in over 2 months, so I was focusing and not splitting attention accordingly I would say. I had my charts open and just misread. We were delayed all day so there was a time pressure. The gate that I was going to next was on the odd numbered side and I think I was thinking of the odd side due to this. I had been sitting in a crash pad for a few days and I believe that the stress of commuting and not being home for over 6 days may have had a factor on my mental state. Things learned: Slow down and read the charts better as well as make sure to properly look at the gate information displayed on the ACARS. It is always OK to ask for help. Never assume one gate vs the other. Not actively working means focus more on the task at hand for degraded skills.

## Synopsis

Air carrier pilot reported a ramp incursion and cited lack of flying as a contributing factor.

ACN: 1774644

## Time / Day

Date : 202012

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Cabin Furnishing

Aircraft Reference : X

Problem : Failed

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Check Pilot

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1774644

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Troubleshooting

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : Maintenance Action



## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : MEL

Primary Problem : Aircraft

## Narrative: 1

Maintenance placarded potable water in lavatory LX inoperative per MEL. I asked the Maintenance Technician who brought logbook up to cockpit to confirm compliance with correction requiring the entire lavatory be placarded inoperative due to COVID precautions. He said he understood that placarding the sink was sufficient to comply with MEL. My interpretation was different, and out of an abundance of caution I asked him to place a "lavatory inop" placard on the affected lavatory door. We advised FA A, and did not use that lavatory. During cruise, after additional review of the maintenance text, I contacted Maintenance Control. They confirmed that to comply with the correction, the entire lavatory should have been placarded and requested I make a Logbook entry to that effect before arrival into ZZZ.

## Synopsis

Air Carrier Captain reported blocking off the entire lavatory from use due to the potable water in the lavatory being placarded inoperative. Captain decided to block the entire lavatory for COVID-19 precautions.

ACN: 1774636

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 10000

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Climb

Flight Phase : Initial Climb

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1774636

Human Factors : Workload

Human Factors : Time Pressure

Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

During climbout on a heading of east on the ZZZZZ2 SID while passing 8,000 feet between ZZZZZ and ZZZZZ1 we got a TCAS TA regarding traffic descending off ZZZZZ3 on the ZZZZZ4 flowing south at 1 o'clock, 3-5 miles ahead that was no factor. This is something we see every day on climb out or descent in and out of ZZZ due to climb and descent rates. ATC then called traffic at our "10-11 O'clock 3 miles descending to one one (11) thousandâ€• I called "traffic in site no factor, they're passing above and behind us." ATC then asked our Altitude. I replied "level 10,000 feet. He asked our altitude again, I replied "Level 10,000 feet, he said he saw us at 10,500 feet and gave us an updated Altimeter setting, and cleared us to climb to 17,000 feet. Passing 12,000 feet he asked us what altitude we were passing. I replied "12,000 feet." He then replied "That's what we show as well. For some reason I had you at 10,500 feet back there. I have a phone number to copy when you are ready." We took the number down, and he said "Call us when you get to your destination to discuss a possible pilot deviation." The Captain called when we got to ZZZ1. The Controller Supervisor who answered said he had just sat down, had no idea what we were talking about, said he would do some research and call us back. 5 minutes later he called us back and said, "After review, the previous Controller showed you slightly high and stopped traffic on the arrival at 12,000 feet (which I thought was at 11,000 based on his advisory call). Then showed our altitude correct in the climb after he inquired again passing 12,000 feet. Said there was no conflicts or loss of separation, not a big deal, and that he would just file it as an RA report and close It out, however, we had no known RA's, nor any TA/RA indications for the potential conflicting traffic passing above and behind us? The ATC Supervisor didn't take any further action or questions, and wished us a safe rest of our day and left It at that. We thought It would behoove of us to fill out this report regardless. Wrong altimeter setting. We had a lot of distractions from multiple visitors on the flight deck at the gate while setting up cockpit and during the before start checklist (flight attendants, gate agents, deadheading crew and commuting pilots who we knew who stopped by to visit). Flight attendants held off boarding passengers who were held up at the door, until catering, who arrived at the aircraft late, had cleared the forward galley and aisle, and got them their snack/sanitary packages set up to hand out. So this backlogged the jet bridge, had the flight attendants coming in and out of the cockpit along with the commuting pilots, and gave us a lot of distractions. This back log seemed to frustrate the agent, for It was the flight attendants who were keeping the passengers out of the way until they were ready for them. For that, the gate agent was rushing to close the flight (We still pushed 10 min early). The FA A seemed rushed, and just closed the flight deck door before verifying if we were ready or saying "seated and stowed," which was nonstandard. These multiple interruptions (which seem to happen every flight these days) just added up, we had the current ATIS printed off, but when back tracked to get caught up, we missed the altimeter settings, which must have been set from a flight a day or two prior due to the difference in what It actually was at the time. Verify, Verify, Verify, Trap the Errors, Don't let the distractions of the daily operations knock you off your game. It was a beautiful cold VFR morning, flying with a Captain I had enjoyed flying with in the past, so I felt we were both comfortable and familiar with how each other operates within the SOP's and as a person. The Aircraft had sat overnight. I would like to see more operational (non-flying) related distraction/awareness incorporated into training. The day prior on a separate flight we had a passenger removed by law enforcement for non-compliance/and possible criminal related activity. Gate agents are constantly under stress to get flights out on time or early. To top It all off, everyone has been under stress of the pandemic, furlough related, or state of the airline related issues. -

## Synopsis

Air Carrier First Officer reported the pilot crew failed to set the correct altimeter setting causing an altitude deviation. Pre-flight distractions, including the current pandemic situation, were cited for the error.

ACN: 1774578

## Time / Day

Date : 202012

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 14590.35  
Experience.Flight Crew.Last 90 Days : 153.05  
Experience.Flight Crew.Type : 14590.35  
ASRS Report Number.Accession Number : 1774578  
Human Factors : Physiological - Other  
Human Factors : Workload  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Security  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : Y  
When Detected : In-flight

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

Narrative: 1

Passenger in seat XX1 would not comply with the Company Face Mask Policy, pre-departure and in cruise. PAs were made from the flight deck addressing the face mask policy. Flight attendants requested numerous times for the passenger to comply. The passenger was verbally abusive during one of the requests. Personnel met the flight in ZZZ. The passenger might have been under the influence per conversations with the lead Flight Attendant.

## Synopsis

Air Carrier Captain reported a passenger became verbally abusive and would not comply with face mask policy.

ACN: 1774498

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1774498

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Were Passengers Involved In Event : Y

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

As we were boarding, Passenger X came onboard with her face mask not covering her nose. I politely asked her if she could please cover her nose and mouth with her face mask

before entering the aircraft. Passenger X complied and went to her assigned seat. I had to inform Passenger X two other times during a trash walk-through and after I closed the main cabin door to place her face mask over her nose and mouth because she completely took it off both times. Around the fourth time I caught Passenger X with her face mask completely off her face, I politely asked her to comply with Airline's face mask policy. Also, I asked my coworker to double check to see if Passenger X was complying with Airline's face mask policy during another trash walk-through, to which Passenger X wasn't complying with. Passenger X would place her face mask on when we asked her to comply with the face mask policy, but as soon as we walked away she would take it off again. I **informed the Captain about Passenger X's non-compliance** issues with wearing her face mask. The captain gave me permission to give her the final notice. When I [told] Passenger X the final notice: she pulled her face mask completely down and rolled her eyes at me. I informed the Captain and asked him to call for a CSR to meet us at the gate in ZZZ. When we made it to the gate in ZZZ, the CSR was there waiting. The CSR came on and I told her Passenger X was the one who was having face mask compliance issues. The CSR asked me what happened and I briefly explained. However, the CSR ended up letting **Passenger X race right pass her and let her get away. The CSR ask me "What am I supposed to do now?"** I was at a loss for words. I explained to the CSR that you'll have to go after her because it's not like I could have walked off the aircraft because we were deplaning with an aircraft full of passengers onboard. I pointed Passenger X out to the CSR.

## Synopsis

Flight Attendant reported a passenger did not comply with face mask policy throughout the flight.



ACN: 1774496

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1774496

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Passenger X was seated in XX3 during this flight. I asked Passenger X three times to wear his face cover (he had a bandanna). The third time I asked I had a face mask and informed him if his bandanna was giving him trouble he could have the face mask. He said no, he will wear the bandanna and he told me to get away from him. This conversation happened during Taxi and after our safety Demo. I informed the Aft FA [and] the Captain. The Captain said he will make an announcement reminding passengers about wearing the mask. After the double chime, the Aft FA informed me that XX3 took off his bandanna again. I called the Flight Deck and informed them that I was [giving Passenger X] the final

warning. I explained to Passenger X. Once I finished he was very angry. He said that he is a veteran who is disabled, he breathed in lots of chemicals during the war and the best think he can do is use the bandanna to cover his mouth. He said he hopes that is enough to keep people from freaking out. I thanked him for his services to our country and empathy for his disabilities. Then he told me aggressively to leave him alone, he said he has not slept for 3 days and that I better not come back and wake him up again. I informed the Captain of everything that was said between Passenger X and I and he said that a CSR will meet us at the gate. I did not approach Passenger X again and he did leave his mask off for the remainder of the flight. I told the CSR everything when he pulled the Jet bridge up to the gate. During the Deplaning process he apologized for how he spoke to me. He said he hadn't sleep for 3 days and it is getting to him and he did have his bandanna covering his nose and mouth. The gate agent spoke to him after he deplaned.

## Synopsis

Flight Attendant reported a passenger refused to wear a proper face mask citing a medical condition as the reason for not wearing it.

ACN: 1774490

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1774490

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Passengers seated X4 -X5, we mentioned 4 times that the mask is required for the entire duration of the flight and they were upset.

## Synopsis

Flight attendant reported two passengers had to be reminded several times about face mask policy.

ACN: 1774486

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Mission : Passenger

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1774486

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Please strongly address the lack of cooperation on the part of some pilots regarding mask wearing. Flight attendants are not comfortable being in a small enclosed area with fellow employees not following the mask mandate. We are not concerned about what they do when we are not doing lavatory breaks, but are requesting that they follow company policy for the short amount of time we are required to be in the cockpit. This is as much for their safety as ours as we are indeed the ones in contact with dozens of individuals in the cabin.

## Synopsis

Flight attendant reported lack of cooperation from pilots when it comes to wearing masks while flight attendants are performing their duties in the cockpit area.

ACN: 1774471

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Parked

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1774471

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

After doing safety demo and walking through the cabin for the final safety check, my A FA informed me that the passenger seated in XX1 was not wearing her mask and that she informed her that she needed to put it on. A FA then asked me when I was doing my walk thru to see if she was complying with her request and I said sure. On my way back to my galley I observed passenger XX1 sitting with her mask off. Since this was the second time I used the last approach to try to get her to comply. I spoke with her about her mask she said she couldn't wear it because she was drinking coffee I said I understand but as the announcement states if she isn't actively drinking she has to replace her mask. She then pulled her mask up and said this is ridiculous. I walked back to my galley and informed my A FA that I had spoken with her again about her mask because she had removed it again. At that point we had made the decision that once inflight we would have the Captain make another general announcement reminding everyone to wear a mask. When I walked through the cabin for my final compliance check before landing she had her mask on.

## Synopsis

Flight Attendant reported a passenger not complying with face mask policy.

ACN: 1774362

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Ground Personnel : Vehicle Driver

ASRS Report Number.Accession Number : 1774362

Human Factors : Situational Awareness

Human Factors : Other / Unknown

Human Factors : Time Pressure

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Human Factors

## Narrative: 1

I was assigned today to operate SuperTug X, a towbarless aircraft tow tractor, while working at ZZZ. After towing the aircraft to Gate X, after disconnecting the SuperTug and while attempting to maneuver away, I made light contact with the pushback tractor which was parked behind me. At the time, I was feeling rushed, because I knew there were more tows scheduled for us and there was also someone waiting for me to clear the area so he could connect the ground power to the aircraft. While backing up I felt that I had the proper radius in the turn to clear the parked pushback but apparently did not, and made a light inadvertent contact with either the SuperTug hitch or bumper. I did notice that on this and a few other occasions that day, because I was wearing a different than usual but still company issued face mask, my depth perception seemed to be affected as the mask kept creeping up into my peripheral vision. I think this was a factor in my misjudging the turn in what were already very confined conditions. Another issue is that the SuperTug onboard GPU had recently been repaired, and we were using it for the first time in months, with a commensurate disruption to normal workflow. Although I thought I had clearance at



the time, in retrospect I should have taken a minute to move the pushback and reduce the risk. There was no pushback parking spot painted at this gate, so it was parked right against the edge of the OSZ [Outer Safety Zone], even there there was approximately 80 additional linear feet of space behind it available to park. Even if I had moved it, I doubt there was a user check performed on it that day, and therefore moving it without doing one myself would technically put me in violation. There are many more things that can be taken into consideration than just the blatantly obvious in a situational dynamic environment like an airport. Because the contact I made felt light, and I know from experience that the equipment is built to take that kind of minor impact, I made the snap decision to continue with the operation. If you take a look at any piece of airport ground equipment, including SuperTugs, it will immediately become apparent that it is literally covered with innumerable scratches and dents of varying severity, and if we would stop to report and investigate each one, the operation would literally grind to a halt. Therefore, it was my decision in this instance, based on my experience, observations, and common sense to continue. There were other factors which came into play in this decision, which I will briefly expand upon. I need to be clear that if this situation had been one in which I had reason to suspect that there was damage to equipment or even the possibility of damage to an aircraft, that I would have stopped and reported it at once. In this instance I deemed that it would be unreasonable to bring it up. Today was the X day back from my vacation of Y days, and when checking my work assignments for the month, this was only my Z day assigned to a SuperTug for the month, and the first assigned to X brand SuperTug. The other days I was at work during this time I was assigned to auxiliary functions. I believe this is significant in that it feels that this period of lack of hands-on experience caused a perception that my skills may have deteriorated or that I had become rusty. To that point, I noticed that I was taking some calculated risks, most notably when maneuvering on the gate areas, especially around stationary ground equipment, while preparing to capture or egressing from the vicinity of aircraft. My reasoning for this, and which I explained to the Supervisor during the course of the day, was that I was attempting to refresh or hone my skills, which I felt may have become dulled. Another way to put it is that I was trying to find my corners, as persons who operate various types of vehicles say when describing how they feel or sense where the vehicle is in relation to the surrounding environment. While doing this I felt that I was on point, secure and aware of myself and tasks at hand. I could say that in fact I was over-zealous or over-confident, too gung ho, and I should have taken a step back at some point and put all this information together, which I only do now after the fact. I would have to say that the primary reason I did not take that step back was workload / task saturation and distraction, described as follows: Because of the substantial number of people who were not able to work, apparently due to the public health crisis yet ongoing, the manpower available was at or just over half of which would normally be on the team on a given shift. There was not a substantial reduction in workload, and we had what I would consider based on precedent to be a moderately but not excessively heavy day. There was therefore an underlying perception of increased pressure to perform, especially in consideration of supporting the needs of the operation because of the diminished staffing during an unusually trying time. I had also noticed multiple issues during the day, which could have been brought to the attention of management or also could have been overlooked and dealt with at a time of less operational urgency. The most notable of those issues were; a broken seat belt in the SuperTug, radios whose display units were not lighted and hence not visible after sunset, and all the fire extinguishers on the SuperTug were missing the inspection placards. Additionally, no less than three sets of portable stairs that we used during the day had operational deficiencies which would have deemed them unsafe or usable, and which I have been seriously doing a report on. For any or all of these reasons or others, I could have stopped the operation. I chose not to so as not to interrupt the operational tempo but more so because these types of inconsistencies are regularly not recognized as such

but instead accepted as the norm, and ignored and worked around, regularly and without second thought or concern. For a company that emphasizes a focus safety as the primary value, in actuality the primary focus appears more to be, unless there is a glaring issue present, in many but not all instances, getting the task accomplished with little or no regard given to risk mitigation. This attitude is part of the culture of this workforce, is long going, omnipresent and systemic. Combined with other negative attitudes and attributes it conspires to create a corporation which says one thing, and does another. To an employee who wants to do the right thing because of the recognition of the fact that it is mutually beneficial to do so, working in this environment can be disheartening, frustrating and disappointing. To be frankly honest, I feel quite often that I am being singled out on occasion for attempting to bring these sorts of things to light, and that local management's attitude towards me is becoming that, if you want to hold us accountable then we will do the same towards you, watch you like a hawk and bring to bear any issue or inconsistency in your performance also. This does feel to me to be somewhat unfair, at times. When I decide to bring an issue to light, I give it careful consideration, more than I probably should, and more often than not I keep quiet about it, do my job and let management do theirs. We should be striving to work together, especially in a critical time such as this now is. I do admit that at some point during the day, I should have recognized that the pressure levels were increasing and should have voluntarily and proactively taken a few minutes to step back and regain composure and reintegrate myself appropriately into the operational flow. I did not do so largely because of operational pressure but also due to the distraction caused by various inconsistencies I described, keeping a running mental tally of these while still maintaining a focus on my tasks. Based on my analysis of the events of this situation, I consider that it would be more likely that I take a pause given another encounter of a similar chain of events.

## Synopsis

Tow vehicle driver reported making contact with a pushback tractor while towing an aircraft to a gate.

ACN: 1774342

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 3000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 5294

Experience.Flight Crew.Last 90 Days : 170

Experience.Flight Crew.Type : 2399

ASRS Report Number.Accession Number : 1774342

Human Factors : Other / Unknown

Human Factors : Distraction

Human Factors : Human-Machine Interface

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

The First Officer was flying a visual approach to ZZZ Runway XXR with right traffic from ZZZZZ3 arrival. Radar vector to final, cleared to 3,000 feet from 4,000 feet and cleared the visual. First Officer was in vertical speed and I set 3,000 feet in the MCP window. He armed approach mode and captured the localizer. The aircraft leveled at 3,000 feet and did not capture the glide slope as we were too high. Gear was down, flaps 20 and speed was 163. First Officer disconnected the autopilot and dove down to capture the glide slope. I suggested speed brakes, which he used to get down. This rapid descent caused the Tower to issue an altitude warning. I then became very busy stowing speed brakes, landing flaps, checklists, and verifying stable approach parameters. We never did the 1,000 feet call for set M/A altitude and cleared to land check (which we were). The event, although satisfying the stable approach parameters, was highly irregular and borderline go-around scenario. The debrief included mostly what went wrong and why. We discussed and I noted the main errors. The First Officer said not flying for 7 months was the issue.

## Synopsis

Air carrier Captain reported an unstabilized approach. The First Officer's lack of recent flying was cited as a contributing factor.

ACN: 1774233

## Time / Day

Date : 202011

## Place

Locale Reference.ATC Facility : P50.TRACON  
State Reference : AZ  
Altitude.MSL.Single Value : 12500

## Environment

Flight Conditions : VMC  
Light : Daylight

## Aircraft

Reference : X  
ATC / Advisory.TRACON : P50  
Aircraft Operator : Personal  
Make Model Name : Small Aircraft  
Operating Under FAR Part : Part 91  
Flight Plan : IFR  
Mission : Cargo / Freight / Delivery  
Flight Phase : Cruise  
Airspace.Class E : P50

## Person

Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Single Pilot  
Function.Flight Crew : Flight Engineer / Second Officer  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Other  
Experience.Air Traffic Control.Radar : 50  
Experience.Air Traffic Control.Non Radar : 20  
Experience.Air Traffic Control.Military : 20  
Experience.Flight Crew.Total : 7500  
Experience.Flight Crew.Last 90 Days : 15  
Experience.Flight Crew.Type : 500  
ASRS Report Number.Accession Number : 1774233  
Human Factors : Communication Breakdown  
Human Factors : Workload  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

#### Narrative: 1

Please listen to the Phoenix [P50] TRACON sectors during peak periods. The Controller could not work all of the traffic. The COVID-19 cutback by ATC is dangerous during peak use hours. The controllers are magnificent but need help/more controllers. One Controller is working an area twice to 3 times the reasonable area. Please let them get back to work like it was before the COVID slowdown. I have been actively flying for XX+ years. Please don't blow this off. The environment is dangerous.

#### Synopsis

Pilot reported the P50 TRACON controllers appear to be working unreasonably large areas and expressed concern over COVID-19 related cutbacks in ATC staffing.

ACN: 1774182

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : BED.Airport

State Reference : MA

Altitude.MSL.Single Value : 1000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 25

Light : Night

Ceiling.Single Value : 25000

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : BED

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Landing

Route In Use : Visual Approach

Airspace.Class D : BED

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : BED

Make Model Name : Small Aircraft

Flight Phase : Taxi

## Aircraft : 3

Reference : Z

ATC / Advisory.Tower : BED

Make Model Name : Light Transport

Flight Phase : Final Approach

Airspace.Class D : BED

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 2756  
Experience.Flight Crew.Last 90 Days : 9.5  
Experience.Flight Crew.Type : 1298  
ASRS Report Number.Accession Number : 1774182  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Fatigue  
Human Factors : Training / Qualification  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was returning to BED from the West. It was dark. I tuned in the ATIS. The current ATIS was broadcasting that BED was "landing and departing Runway 23." After copying the ATIS, I called BED Tower and reported my position as near Minuteman Airport (6B6) and informed the Tower that I was inbound landing with ATIS. The Tower Controller initially cleared me to enter a right downwind for Runway 29. This confused me because the ATIS had stated that BED was "landing and departing Runway 23." I asked the Controller for confirmation of the runway assignment and he acknowledged that he had "made a mistake" and told me to enter a right downwind for Runway 23. After I entered the control space, and near the airport, I noticed the high intensity runway lights and landing traffic was on Runway 29, while runway 23 had their lights on "dim". Since the ATIS had not mentioned simultaneous operations to intersecting runways, I became disoriented. I mistook Runway 29 for Runway 23. I was so concerned that I even called the Tower and asked the Controller: "Is the Aircraft Y lined up with the right runway?" The Tower Controller realized that something was not right and called me and asked me to confirm that I was setting up for right downwind 23 and offered me a clearance to enter a right downwind for Runway 29. I told him that I thought I could still correct, but I ended up flying through the final for Runway 23 and ended up on a left downwind for 23. At about this time, another aircraft, which I later learned was Aircraft Z arriving from the west had also turned inbound to Runway 23 from the north. The Tower Controller told me to turn 20 degrees further right which I did to widen out my downwind leg. Thanks to the Controller, the Aircraft Z was able to land safely and so was I. I now realize that several other factors contributed to my confusion. I was more tired than I realized. I had a very long work week, yet this night was an opportunity to start flying more night flights, after being



absent from this experience for over 16 months. The pandemic means hazard [but not] if I bring an instructor to help me re-acquaint to night flying. I allowed myself to be fooled by the warm weather, the light winds and the great visibility into thinking that it would be a good night to re-acquaint myself to cross-country night flying. Tonight, with the lights dimmed in the cockpit, and the high intensity lights on Runway 29, a plane landing on 29, the lights dimmed on Runway 23, and my lack of night flying practice did this happen. I now realize that I had vastly underestimated the combined effects of fatigue, distraction and "rust." Added to that, my confusion resulting from the initial mistaken clearance to enter a right downwind for 29, the combination of bright runway lighting on a conflicting runway without any warning that such operations were being conducted, and traffic operating in unexpected directions all combined to make for a much more confusing situation than I ever would have expected. The controllers explained to me that even when Runway 23 is the operating runway, they still allow traffic to land and depart Runway 29 because Runway 23 is too short for some aircraft that use the field. Nevertheless, I believe that safety would be greatly improved if, during nighttime operations, the ATIS included the warning concerning operations being conducted simultaneously to conflicting runways. This is especially true at BED where runway alignment issues are already an issue. I believe that such a warning would have eliminated my confusion at seeing traffic landing and departing on Runway 29 and then mistaking it for Runway 23.

## Synopsis

GA Pilot reported an airborne conflict after confusion identifying the correct runway for a night visual landing at BED airport. Reporter cited lack of flying due to the COVID-19 pandemic was a contributing factor.

ACN: 1774172

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 12000

## Aircraft

Reference : X

Aircraft Operator : Fractional

Make Model Name : Light Transport

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Ferry / Re-Positioning

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : Captain

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 2200

Experience.Flight Crew.Last 90 Days : 125

Experience.Flight Crew.Type : 1285

ASRS Report Number.Accession Number : 1774172

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Other Person

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Day 1 of the cycle I was arriving in ZZZ to meet up with my First Officer (FO) for flights that afternoon. I came on duty and was scheduled to land in ZZZ this afternoon. I was in contact with my original FO who was home on standby in the morning and was coming to the airport this afternoon for our flights. When I landed in ZZZ, Flights Operations informed me my original FO had been taken off of the flight-line due to COVID. Flight Operations informed me I had another FO coming in to replace him and I should be able to maintain my original departure time out of ZZZ. I was texting my new FO asking when he would be at the airport and he said around XA30. In the meantime I got the airplane ready, so that we could depart as soon as he arrived. When he arrived we called Flight Operations to confirm our flights and then we took off. The next day, Flight Operations reached out to my FO and told him that we had taken off while he was in FAR rest period. I had no idea he was still in rest, I was under the impression he was already on duty as home standby and had been called in for the flight. Upon finding this out I called the Chief Pilot's Office and explained the situation. Looking forward, I'm going to confirm the FO's duty start time so that we are all on the same page and staying legal within flight duty.

## Synopsis

Corporate Captain reported the original First Officer (FO) was replaced because of COVID-19 and the replacement FO was still in FAR rest period when the flight took off.

ACN: 1774160

## Time / Day

Date : 202011

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 321

Relative Position.Distance.Nautical Miles : 7.7

Altitude.MSL.Single Value : 1200

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Helicopter

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Passenger

Flight Phase : Cruise

Route In Use : None

Airspace.TFR : ZZZ

## Person

Location Of Person.Aircraft : X

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 1304

Experience.Flight Crew.Last 90 Days : 14

Experience.Flight Crew.Type : 716

ASRS Report Number.Accession Number : 1774160

Human Factors : Distraction

Human Factors : Confusion

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I have X years of experience flying helicopters both IFR and VFR in the area. I know the area well. I know the rhythm of sporting TFRs and where to find the information (usually ForeFlight). Unfortunately, COVID in 2020 has effectively eliminated almost all of the normal sporting events. I actually thought that since fans couldn't go to sporting events that there would not be any active sporting event TFR's at all since they wouldn't meet the people density standard. Tonight, while en-route to ZZZ1 from ZZZ2, I learned that is not the case. While following my normal routing from ZZZ1 to ZZZ2 following Interstate-number Southbound and asking for a ZZZ transition over the south field to ZZZZZ, I called ZZZ Tower to ask for the transition when the Controller asked me if I knew that I was in a TFR. I apologized and informed the Controller that I didn't and that I didn't see the TFR on my Garmin GTN nor on ForeFlight. Another pilot chimed in on freq and also said that he didn't see the TFR. The Controller simply said copy and gave me the transition without mentioning the issue further. I then saw that I did not have the TFR layer on my iPad (ForeFlight) turned on. As soon as I landed in ZZZ2 I turned on the layer and sure enough there was the TFR. I must have clipped the edge of it on my track inbound just north of ZZZ. This issue really stems from unacceptable complacency to sporting event TFR's during the COVID year and also the fact that they don't populate to my Garmin GTN via XM like normal TFRs do. I really wish they would standardize the delivery of TFRs so that we can see them across all services. Regardless, it was unacceptable to not have fully reviewed the flight path for all TFRs prior to departing ZZZ1. ...a mistake I won't be making again.

## Synopsis

Helicopter pilot reported a sporting event TFR violation.

ACN: 1774130

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Parked

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1774130

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

I was the D Flight Attendant sitting in seat X4 (assigned jump seat). There was a [reward system passenger] sitting behind me in [seat] Y4 and his traveling partner in [seat] Y6. This was my first flight back after a COVID exposure from the plane. During boarding I asked Y6 to make sure her mask stayed over her nose. She said it kept falling down. I offered one of ours but she declined. During the safety demo I once again asked her to pull up her mask. As soon as we took off they both removed their masks. Multiple times I asked them to put their masks on. When we were cleaning up for landing the passenger in Y4 started shouting at me asking for my name. He said because he had a drink in front of him he didn't need to put on his mask. I once again explained our policy was that it was only supposed to be removed briefly. He said he had been on 7 different flights and nobody had asked him to put on his mask. I was the first one. I called the B Flight Attendant to join the conversation. She reiterated our policy. After talking to him for a while he said he was extremely frustrated with the inconsistency of mask policy enforcement. He calmed down when we all agreed there should be more consistency with enforcing or explaining our mask policy. Just wanted to write this up as a safety issue. He also said he would be writing in to Airline. As a [person in the reward system] not sure if he knew better and just didn't want to wear the mask or if nobody on other flights has actually enforced our mask policy. But as someone who travels as often as he does. He clearly needs some clarification.

## Synopsis

Flight attendant reported a passenger was not compliant with face mask policy.

ACN: 1774126

## Time / Day

Date : 202011

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1774126

Human Factors : Physiological - Other

## Person : 2

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1774122

Human Factors : Physiological - Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : Maintenance Action



Result.General : Flight Cancelled / Delayed

Result.General : Release Refused / Aircraft Not Accepted

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Aircraft

## Narrative: 1

Upon stepping aboard Aircraft X, I immediately detected an odor that had a burnt wire smell. The other FA's also made comments such as, "What is that smell? It smells like something is burning" as they stepped onboard. I was the D FA and began checking my safety equipment. I looked in the galley to see if any circuit breakers had popped and also looked in the oven to determine if the odor was from a forgotten burnt meal. All circuits were in proper place and there was no food in oven. I then walked down the aisle to determine if the burnt-wire smell was coming from the aft galley. I stopped at Row 21, aircraft right and stepped up on Seat 21 D as the odor was very strong above the OH bin. I could not visibly see any sign of smoke but the odor was quite strong. I then walked back up to fwd galley as I saw that the Captain was beginning a briefing. Captain stated that this aircraft had just come out of "mothballs" and had just cleared a major inspection in State X. He stated that it had just arrived to ZZZ and the Captain of that flight informed him that a smoke alarm for the aft cabin activated upon landing. Captain stated that this happens from time to time and poses no threat of fire. All of us 4 FAs told him that we smelled a burnt wire odor in the cabin. A male individual, name unknown, representing Maintenance stated that we "probably were smelling new carpet glue". Captain waited for the Maintenance personnel member to step off of the aircraft and then told us FA's that if we were not comfortable with the odor that he backed us and would insist that we fly a different aircraft to ZZZ1 or return to hotel if aircraft was not available. All 4 of us FA's unanimously and instantly stated that we did not feel comfortable on this aircraft and we wanted to change aircraft in the interest of Safety First. I then told the Captain that I noticed the odor was particularly strong by OH compartment of 21D. We then walked to that row and Captain also noticed that it had a strong odor of either "heated dust" or "hot wire" on the lighting ballast. He then asked me if I personally felt safe taking this aircraft. I told him that I am very safety minded and the odor was not normal or usual to me. We all stayed in the first class seating area and continued personal conversations among us. The Captain was not present as he was talking to Operations. After approximately 15 minutes of remaining in the first class seating area, the other FAs noticed that my voice was getting hoarse and that I was beginning to lose my voice. To the best of my recollection, I believe that C FA, and B FA, both stated that their throats felt scratchy. After approximately another 15 minutes of staying and waiting for a decision onboard, in the first class seating area, we were told by [the] Captain that we were changing into different aircraft for our flight back to ZZZ1. We then deplaned the aircraft and walked to the other waiting aircraft. My voice remained coarse for an additional 30 minutes and I developed a migraine during the boarding process. I had the migraine the entire flight to ZZZ1, and it continued until early afternoon of date. Additionally, I awoke on the morning of date with a sore and scratchy throat. Both my migraine and scratchy throat subsided around 1400 hours on date. I have had a continuous low-grade headache since date through present date. I did not seek any medical attention as I "normally" suffer from low grade sinus headaches regularly and use an OTC nasal spray along with Tylenol. I commend our Captain, for valuing and backing our decision to prioritize safety first. I

would hope that Aircraft X was ferried back to ZZZ without full crew and guests in the pursuit of safety.

## Narrative: 2

Upon crew boarding aircraft for return ZZZ-ZZZ1, [flight attendants] smelled what seemed like an electrical burning smell. It was not possible to find a fresh place of air on the plane, but the smell did seem worse as we walked further back. Our Pilots were met by that aircraft's ferrying pilots who also explained an aft lav smoke alarm went off while they were flying/descending after couple hours flight. The aircraft had just completed its mechanical run through after being "unparked" from its holding location where it had been for 5 months. Unsure what that smell was, and given the circumstances of the aft lav smoke detector going off just previous to our boarding, our crew was offered another aircraft to take back to ZZZ1 which we accepted. At that point we had sat on the plane for likely about 30-45 minutes waiting for the phone calls and approvals and aircraft delay or swap or grounding decisions to be made. The flight attendants were in the cabin the whole time. Pilots came and left to discuss in jetway. Agents boarded for a couple of minutes and concurred on the smell immediately. Crew spoke of headaches, sore throat, and itchy/stuffy nose afterwards. Just concerned for aircraft returning to operation after long time [of being] parked.

## Synopsis

Flight attendants reported smelling a burning odor during boarding and experiencing health issues.

ACN: 1774109

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1774109

Human Factors : Communication Breakdown

Human Factors : Workload

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Security

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Upon boarding a passenger assigned seat XX1 was walking up the aisle with her mask pulled down. I asked her to cover her nose and mouth with her mask. She does not comply. She asks "does this plane have oxygen? I can't wear this mask." I ask her if she is telling me she has a condition that requires oxygen during the flight then she needs to bring an approved Oxygen Canister on the flight. Meanwhile the passenger in [seat] YY1 sits down, mask below nose, and will not comply with many requests from me to pull her mask to cover her nose. I call the Captain to have him contact a Supervisor to remove these passengers and to let him know the passenger who sat in ZZ1 was demanding that I administer oxygen. Now a young man is trying to sit in ZZ2. I ask if that is his assigned seat. He was assigned [seat] XX2 I ask him to sit in his assigned seat. He complies. Then a passenger shows up in [seat] YY2. He gets inside my personal space and is belly to belly with me saying he doesn't like how I am talking to these passengers. [Passenger in seat] ZZ1 is asking me what was I going to do. And I told them that I had called the Captain to get someone to take them off because everyone has to properly wear a mask. I was hemmed in by passenger [in seat] YY2. I finally got past him and went up front. At that point Paramedics came and took the passenger in [seat] ZZ1 off in an aisle chair. The station manager finally shows up and I tell her removal for mask compliance of passenger in [seat] YY1 and passenger in [seat] YY2 [is necessary] for interference of crew member duties. All said and done the whole party was removed from the flight.

## Synopsis

Flight Attendant reported several passengers were removed from the flight because they would not comply with face mask policy and were interfering with cabin crew duties.

ACN: 1774107

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Descent

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1774107

Human Factors : Communication Breakdown

Human Factors : Workload

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

We had an issue with a family in regards to our mask policy. After we did the demo I walked back to compliance and saw that the mother, in [seat] XX4, the face mask was below her nose and when I got closer she pulled it up. The three kids in [seats] XX 123 pulled their masks up and kept them on. I turned to the mother and said that "I need your mask to stay over your nose at all times." As I'm saying this she has it pinched between her finger pulled away from her face. She snapped back, "It's there or it's covering" something along those lines and dismissively continued her conversation with the woman across from her. When I walked to the front of the plane before the demo I told the woman in XX3 to follow the mask policy so XX4 knew we were enforcing it. After my first encounter I informed the crew that I already talked to her and received attitude back and for them to keep an eye out. My second encounter was shortly after that when I went to pass out the [snacks] to the family next to her. As I walked up the mask again was down below her nose and when she saw me there she moved it up. I told her I really need her to keep the mask up and she snapped that it was up. I said it wasn't a moment ago and that I didn't want to have any issues on this long flight. Her responses to that was did I know that the politicians didn't believe in masks and I told her that this wasn't political, it was me doing my job to enforce our policy. She continued to give me attitude and talking about it was political. I went to the back and informed Flight Attendant (FA) C and D how my second encounter went and that she would be an issue the remainder of the flight and I strongly believe we should give her the Warning. They both offered to be the one to talk and give it to her. Flight Attendant C took care of that. While passing out the snack mix, I got to the row the husband was in. He asked for the wife's snack and his mask was down and FA D asked him to make sure his mask was up. XX4 had some kind of response that I missed but FA D told her not to have attitude towards us when we were just doing our job. Then she responded as a victim, saying she's been yelled at the whole flight and that she has been talking to us respectfully and not yelling at us. Which is not the truth because my encounters with her were very unpleasant, disrespectful and had the intent to belittle me and the policy. The remainder of the flight the entire family didn't comply with the mask policy. Their son rarely had the mask on when I passed, the daughters below their nose and the husband as well even though he would pull it up as we passed by. We all spoke to the family at one point and most of us multiple times. The mother was constantly having the mask below her nose or pulling the mask away from her face as she spoke to her kids and the woman across from her. I also was informed that another guest moved his seat because he was so uncomfortable sitting in front of them. I was told after everyone was off that they didn't have their mask on properly while deplaning either.

## Synopsis

Flight Attendant reported a family would not comply with face mask policy.

ACN: 1774104

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1774104

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger A in [seat] X3 did not have his mask on properly when I took his beverage order. I asked him to please cover his nose. As soon as I turned around to do the next row of service he turned his head where I couldn't see and pulled the mask below his nose. I picked up garbage and he again/still did not want to comply with our COVID mask policy and had it down. I asked him again. He'd pull it up then pull it down again being non-compliant. I let our Flight Attendant (FA) D know. Flight Attendants A, B, D and F were doing two trash pick-ups and told him twice to comply. I walked up doing trash and he had it down under his nose again. I told him that we had asked him for compliance multiple

times and we would have to take further steps of compliance wasn't reached. He muttered something I could [not] hear. I let FA A know and she said she'd keep an eye on him. We saw that he and his father in [seat] X1 were traveling on to ZZZ. I guarantee he will cause issues on his next flight. We all agreed that if he didn't comply again we would issue a warning. We actually gave him more warnings than we should have as he kept pulling the face mask down after we would walk away. I walked by doing visas and Passenger A again was non compliant with his mask under his nose. I told our FA A to have a chat with him. He should have been issued a warning but due to bumps on descent we didn't have time and it wasn't safe. Again I know he will be non-compliant on his next leg. He repeatedly did not follow our request to wear his mask properly. He was non-compliant to our COVID safety mask policy. Though a warning wasn't issued I think it should have. Any crew in the future will have problems getting compliance.

## Synopsis

Flight Attendant reported a passenger would not comply with face mask policy.



ACN: 1774103

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1774103

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

There were some mask compliance issues with passengers in XX1 and XX3 as well as YY1 and YY2. Both separate parties did later comply. Row XX complied after I informed them

I'd be issuing a warning if they continued to not comply. I told them that they will be banned from our airline if it continued. That was my 3rd time telling them and they complied. All parties eventually complied.

## Synopsis

Flight Attendant reported passengers in 2 separate parties would not initially comply with face mask policy until given a warning.

ACN: 1774101

## Time / Day

Date : 202011

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Descent

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1774101

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

Passenger A would not comply with our mask policy. He was first informed to place his mask on over his nose and mouth and then when I passed by a few minutes later collecting trash, I also noticed he had removed his mask and I reminded him that he needed to place his mask on. He then covered his face with his hoodie and I then handed him one of our masks on board. He then showed me he had one already and I asked him to place it over his mouth and nose, which he didn't when we were in final descent. During deplaning when he walked to the front of the aircraft he still didn't have a mask on, and chose to ignore us again when I told him he needs to have a mask on. We did not serve him a warning because this occurred during initial and final descent. A notice should be placed on his reservation regarding him not complying with the company's face mask policy.

## Synopsis

Flight Attendant reported a passenger would not comply with face mask policy.

ACN: 1774093

## Time / Day

Date : 202011

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1774093  
Human Factors : Communication Breakdown  
Human Factors : Physiological - Other  
Human Factors : Workload  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Pre-flight  
When Detected : Aircraft In Service At Gate  
When Detected : In-flight

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

As Passenger A boarded our flight, I asked her to please make sure that her mask was on over both her mouth and nose. She did not comply. Then while in the cabin during boarding, I noticed Passenger A was still not wearing her mask properly. I again asked for her to please fix it as it was required. She informed me that her mask was too large. I then went and retrieved a mask from the inflight kit and brought it to her. Passenger A told me that she did not want our mask and that she was not going to change it...I gave her our required paperwork, informed the Captain and asked the gate agent to speak with her. We decided to continue with her on our flight. In flight, she was asked multiple times

to comply with our policy again to no avail. I asked for a Supervisor to meet the aircraft. The Customer Service supervisors met the flight. Passenger A continued to disregard the safety of everyone on board.

## Synopsis

Flight Attendant reported a passenger would not comply with face mask policy.

ACN: 1774086

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Door Area  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1774086  
Human Factors : Physiological - Other  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Pre-flight

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

The aircraft was late arriving. There were fumes and a very strong smell coming out of door 1L from the sanitizing spray while we were standing out on the jetway. The training that all FAs are required to complete, states we must wait at least XX minutes before entering the aircraft after spraying is completed. The agents started boarding while we were still on jetway and the customers told the agents. So the gate agents came down to ask what the problem was and we stated the fumes are too strong for us to board. We were pressured to start boarding as to not cause a delay!

## Synopsis

Flight Attendant reported the gate agents tried to board the passengers right after the aircraft was sanitized, disregarding the mandatory wait time.



ACN: 1774071

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.MSL.Single Value : 1000

## Environment

Flight Conditions : IMC

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Final Approach

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1774071

Human Factors : Time Pressure

Human Factors : Training / Qualification

Human Factors : Confusion

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Undershoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Upon executing a missed approach, the aircraft was leveled off early. The error was recognized and the aircraft put back into a climb to reach its target altitude for the missed approach. Pilot flying became disoriented after the acceleration and climb on the go-around in IMC. The aircraft was light and the majority of experience was on the Y series. It had been 15 days since the last flight, and 76 days since flying in an X [series] for the pilot flying. The PF reaction to the increased pitch attitude and acceleration was to level the plane prematurely. [Need] Review of SOP procedures for go-around, and mental preparation for pitch attitude changes from the Y to X series on the X type aircraft on takeoff and go-around configurations.

## Synopsis

Air Carrier First Officer reported not following SOP's during a missed approach and stated that an extended period of time off was a contributing factor.

ACN: 1774011

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 23500

Experience.Flight Crew.Last 90 Days : 70

Experience.Flight Crew.Type : 5000

ASRS Report Number.Accession Number : 1774011

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Physiological - Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Security

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Arriving at security at XA:00pm, we found all security check points and KCM [Known Crew Member] closed. We were directed to security for airport employees in another terminal. After setting off the alarm, I was instructed to start removing various articles of clothing. With a line of airport employees behind me, I asked for a private search. I was taken to yet another terminal and told to enter a room the size of an average walk in closet. Two security personnel crammed in behind me. There was poor ventilation and no possibility of distancing ourselves. We all stood within a foot of each other. I would suggest in this time of COVID, TSA like every other organization must adapt procedures and protocols to

prevent the spread of COVID-19. Utilizing KCM decreases the time and contact between security personnel and flight crews, two groups exposed to more human interaction than most. Increasing the hours of KCM operation and relaxing constraints within the program to facilitate secure social distancing is a reasonable adaptation to help mitigate the spread of COVID among both essential workers and the public at large.

## Synopsis

Air carrier Captain reported concerns with security checks in the terminal area that do not allow for proper social distancing.

ACN: 1773963

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 8648

Experience.Flight Crew.Last 90 Days : 10

Experience.Flight Crew.Type : 8648

ASRS Report Number.Accession Number : 1773963

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 8059

Experience.Flight Crew.Last 90 Days : 33  
Experience.Flight Crew.Type : 5890  
ASRS Report Number.Accession Number : 1773962  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Time Pressure

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Runway  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While taxiing out to Runway XR at ZZZ I might have failed to hold short at the hold short line. The FO and I recognized the error at the same time. He yelled stop as I hit the brakes. Looking out at the line, it was difficult to tell if the nose of the aircraft had crossed over the line. The Tower was informed immediately. The Tower then cleared us for takeoff. No other issues. Both the FO and I had reviewed the bulletin for ZZZ about this problem and it still may have bitten us. Other issues that may have affected our situational awareness was a last minute weight and balance issue that required us to stop on the taxiway to move passengers and get our numbers. Another issue is that I and the FO are starting to fly again after three months. It is taking time to re-acclimate to line operations. Even being aware of this and taking our time to get it done right, we may have still gotten bit by the error.

## Narrative: 2

Approaching Runway XR hold line Captain began to apply brakes, so I thought he was coming to a stop. I looked down to bring up the legs page on my FMC and when I looked up again it was apparent he was not going to stop short of the hold line. I told him to stop and he brought the plane to an immediate stop. We had crossed the line by a few feet. Captain told the Tower we may have crossed the hold line and they asked if we could take an immediate takeoff, we said yes and proceeded to takeoff on XR without incident.

## Synopsis

Air carrier flight crew reported a runway incursion.

ACN: 1773937

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1773937

Human Factors : Training / Qualification

Human Factors : Human-Machine Interface

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Result.Flight Crew : Returned To Clearance

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

New FO updating arrival waypoints mistakenly deleted route in legs 1 at XA:40Z. CA and FO immediately reinstated route in legs 2. CA sent position reports to ATC at XA:50Z and XB:17 Z. CA counseled FO. FO familiar with Manufacturer X aircraft type and not Manufacturer Y aircraft type. Unable to fly after training due to virus. [I suggest] more training.

## Synopsis

Captain reported the First Officer mistakenly deleted the route in legs 1.

ACN: 1773899

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 21000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 17896

Experience.Flight Crew.Last 90 Days : 118

Experience.Flight Crew.Type : 118

ASRS Report Number.Accession Number : 1773899

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Human-Machine Interface

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments



Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Hand flying on climbout when ATC asks us about icing and temperature. We respond with light rime and the SAT. This happened just before reaching FL210. I looked down at EICAS for temperature and in the process climbed through FL210 by 400 feet, but immediately corrected. ATC did call us on it but we were back at FL210. At no time was there any traffic conflict or separation issue. Being new to the airplane, I was hand flying to get a better feel for the airplane. Might be worth mentioning that plane was light and was climbing like a rocket ship but previous to this event, we had complied with correctly with all other altitude assignments.

## Synopsis

Air carrier Captain reported an altitude deviation during climbout.

ACN: 1773891

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 7679.57

Experience.Flight Crew.Last 90 Days : 104.82

Experience.Flight Crew.Type : 4580.55

ASRS Report Number.Accession Number : 1773891

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I unknowingly rode in a van with, and flew with a Flight Attendant who had exhibited COVID symptoms the day prior to our flight. On [date 1], the Flight Attendant reported from ZZZ that she had been vomiting and had a temperature above 100. She reportedly called in sick at that time, but still flew the next day with us ZZZ-ZZZ1. That day she also rode with us in the van, a 15 minute ride from the hotel. Only once airborne, from ZZZ-ZZZ1, was I made aware of the Flight Attendant's situation, and reported it immediately. I must not have all the information, because it appears that she called in sick on [date 1] with COVID symptoms, but was allowed to fly the [to] ZZZ1, then was on sick list again when she got to ZZZ1. Because I was in close proximity to the Flight Attendant with COVID symptoms for more than 15 minutes, I called in sick for the remainder of my trip.

## Synopsis

Air carrier Captain reported concerns with being in close contact with a Flight Attendant that had called in sick the day before for COVID-19 like symptoms.

ACN: 1773888

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 4302.97

Experience.Flight Crew.Last 90 Days : 236.43

Experience.Flight Crew.Type : 731.87

ASRS Report Number.Accession Number : 1773888

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

The foreign City X flights are a big problem with the issue of a large number of the passengers refusing to wear their mask from after boarding and throughout the entire duration of the flight. The flight attendants are nonstop in the processes of enforcing the mask requirement and a constant barrage of calls to the cockpit, in addition they are being verbally abused and disrespected by the non-compliant passengers . Company needs to find a way to strongly inform the passengers of the requirement and the seriousness of the lack of respect to the crew and fellow passengers. This is becoming such a problem that I as Captain of the aircraft am going to be forced to land the aircraft at the nearest suitable airport along our route and deplane the instigators.

## Synopsis

Air carrier Captain reported many passengers refuse to wear face masks during flights to a specific international destination.

ACN: 1773879

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 2900

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Small Aircraft

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Climb

Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 3

ASRS Report Number.Accession Number : 1773879

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Training / Qualification

Human Factors : Distraction

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : CFTT / CFIT

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Aircraft requested IFR clearance airborne. I proceeded to find the flight plan and issue a clearance when pilot was out of 2,900 feet when the MIA was 3,000. This was my first day

back in the facility in 4 months due to COVID. Prior to that I worked straight mid shifts for the preceding months. I haven't seen any day/evening traffic since month (8 months). This session appeared complex for me due to my absence. I was told I would have this 1 single day to OJT and then I must get an Over The Shoulder. Jumping immediately into the job made me overthink a lot and I rushed the clearance without thinking of the MIA. Provide more than 8 hours of OJT prior to forcing people to re-certify. This would make the transition back a little smoother.

## Synopsis

Center Controller reported having an aircraft below the Minimum IFR Altitude.

ACN: 1773865

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 10000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class E : ZZZ

## Aircraft : 3

Reference : Z

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class E : ZZZ

## Aircraft : 4

Reference : A

ATC / Advisory.Center : ZZZ

Make Model Name : Commercial Fixed Wing



Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Descent  
Airspace.Class E : ZZZ

## Person

Location Of Person.Aircraft : X  
Location Of Person.Facility : ZZZ.ARTCC  
Reporter Organization : Government  
Function.Air Traffic Control : Enroute  
Qualification.Air Traffic Control : Developmental  
ASRS Report Number.Accession Number : 1773865  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Human-Machine Interface  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
Were Passengers Involved In Event : N  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

The incident with Aircraft X can best be described as the perfect storm where in this case the R-side Controller working [two sectors] was very busy and on top of that had numerous aircraft that departed ZZZ Approach level at 160 in his airspace without communication. Prior to me sitting on his position he reached out to the Supervisor to request a D-side along with advising that ZZZ Approach was not shipping aircraft in a timely manner. One aircraft he had was Aircraft Y who was 53 miles into his airspace level at 160 still not on frequency and Aircraft Z, 23 miles into his airspace with the same issue. I mention this because I believe this was the biggest contributing factor to the event with Aircraft X. Aircraft A was at 160 and he descended the aircraft to 10,000 thinking he was a ZZZ1/ZZZ2 arrival and to alleviate all potential traffic conflicts. The main problem was as soon as I sat down and signed in, the R-side was too busy to give me a brief but I was eager to help and to catch up on anything. As I was beginning my scan I noticed Aircraft X getting close to the ZZZ1 Approach airspace at 10,000 without a hand-off and I immediately jumped on the line to coordinate with the ZZZ1 Approach Controller. I began to try to APREQ the aircraft at 10,000 but the ZZZ1 Controller realizing he had an arrival to ZZZZ [Intersection] already at 10,000 he instructed me to descend Aircraft X to 080,

the R-side complied. There was no loss of separation between any aircraft, however; I have decided to report this event because I was talked to by management because of it. I advised my Supervisor in the X area that I did the best I could given I had just sat down and had just noticed the aircraft not handed off to ZZZ1 Approach. Given the coordination could have been done in a more efficient and timely manner I had to work with what I had. **According to the safety board's review of the event there was an airspace violation** as a result of this coordination. In my opinion this happened because the ZZZ1 Controller and his uncertainty of what needed to be done. I offered to descend Aircraft X to 080, but he advised me to just leave him at 10,000 and then instructed another aircraft to descend below the Aircraft X flight. This back and forth coordination and being reluctant to take the hand off is what resulted in Aircraft X entering his airspace without a hand off. I would like to add that overflights are not allowed over ZZZ NAVAID per our LOA, however the situation dictated a different solution. I would also like to emphasize that as the D-side Controller in this situation had I not immediately gotten on the line with the ZZZ1 Controller this would have been a much different and ultimately worse issue. I am almost certain a loss of separation would have occurred. My Supervisor agreed and the R-side backed me up on it. I have chosen to report this event because even though management advised me this was not disciplinary in any way shape or form, I would still like to bring this up to the safety council's attention. Because of COVID, staffing has been an issue and the traffic volume was high. We had staffing later in the day that helped tremendously but this particular situation we were at minimum. I would also like to receive guidance as to what I could have done better given I was forced into a bad situation and I did my best to separate aircraft and coordinate what I could before an incident may have occurred.

## Synopsis

Center Controller reported an airspace violation due aircraft hand-off issues with a TRACON facility.

ACN: 1773859

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 800

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Dawn

Ceiling.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.UNICOM : ZZZ

Aircraft Operator : FBO

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Training

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class G : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Student

Experience.Flight Crew.Total : 87

Experience.Flight Crew.Last 90 Days : 20

Experience.Flight Crew.Type : 72

ASRS Report Number.Accession Number : 1773859

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Early morning at roughly XA: 30, Aircraft X flew from the west into ZZZ for pattern work. At the time Aircraft X was the only aircraft that was currently in ZZZ's airspace at the time of the event. Initially Aircraft X made a call to ZZZ Tower asking for pattern work. Since the aircraft was positioned over the mountains the response for ZZZ Tower came in weak. Clarification was requested by pilot flying and stated that the Air Traffic Control Tower was closed. The pilot flying treated the airport as a non-towered airport and switched frequency to XYY.Z. From that point the pilot flying used non-towered airport call outs to announce position. After completing three laps in the pattern an airport operations vehicle flagged down the pilot in command. The pilot in command then preceded to reject the takeoff and continue to the run up area. Airport operations advised the pilot to contact Tower at XXZ.A where the pilot was advised that he could continue pattern work yet had to take a phone number down. Pilot took down phone number and contacted Tower staff after the flight. Due to COVID-19 many ATC facilities are having to temporary close down due to cleaning. ZZZ has also been changing hours of ATC operation in the last ninety days. Pilots from ZZZ1 have also run into the problem of not properly reaching Air Traffic Control due to altered non-posted hours. The pilot in command flying was a student pilot that had recently soloed. When contacted by an airport operations vehicle, [they] only asked for intentions which the pilot responded that he was doing pattern work. At the time it could not be depicted if the airport operations vehicle told on XYY.Z to contact Tower on XXZ.A. In the future [if] airport operations could do this it would help. At the time the pilot thought the airport operations vehicle was attempting to do a FOD patrol of the runway since it was the early morning. The aircraft has been in the past known to have radio issues at random times. The student pilot will go over procedures with Class Delta airports with a flight instructor to mitigate problems in the future.

## Synopsis

GA student pilot reported frequency communications issues while flying to an airport whose Tower services were not in use.

ACN: 1773777

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1773777

Human Factors : Other / Unknown

## Events

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Maintenance

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Bus overcrowding every day. The lack of buses and social distance is not followed. We have told the company numerous of times regarding to inability to social distance. Their response is "do not take the bus, wait for the other bus."

## Synopsis

Technician reported social distancing concerns in overcrowded buses.

ACN: 1773776

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1773776

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

In ZZZ airport, we have employees testing positive for COVID-19, but yet the process of notification (notifying the crew) is very subjective. There are technicians, which have tested positive. The company has only notified a selective few to quarantine. There are technicians who have tested positive and have contaminated the rest of the crew. Some have been forced to take their own sick time because the company refuses to acknowledge they have been exposed at work. The exposure happened at work because they were all in the same room and worked together. The company says they have followed CDC guidelines, but how can that be when more technicians are testing positive at work.

**Let's have guys who were at work quarantine and have the company notify the work areas that maybe have been exposed.**

## Synopsis

Technician reported concerns with company procedures related to notification of possible exposure to other employees who have tested positive for COVID-19.

ACN: 1773770

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1773770

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Were Passengers Involved In Event : Y

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Two passengers, traveling together, in seats, X1 and X2, were wearing non-compliant masks. FA C noticed the non-complaint masks in main cabin when I was beginning the

safety announcement. From the front of plane, I could see the couple arguing with FA C and refusing to put the company provided masks that Flight Attendant was offering. I approached passengers, with FA C still present, and asked them to wear the compliant masks, and they initially refused me as well. I then asked them to make a decision to wear the compliant masks, or we would be required to return the plane to the gate. They complied. We took off. Once at cruise phase, the gentleman in X1 stopped me and started to engage me as to how he has been allowed to wear those masks on previous flights and that they were safer masks. I responded that he could reach out to customer care and write to the FAA about the masks they were wearing.

## Synopsis

Flight Attendant reported two passengers traveling together were wearing non-compliant face masks and initially refused to wear company supplied compliant face masks.



ACN: 1773757

## Time / Day

Date : 202011

## Place

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

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Component

Aircraft Component : Interphone System  
Aircraft Reference : X  
Problem : Failed

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Cabin Jumpseat  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1773757  
Human Factors : Troubleshooting  
Human Factors : Confusion

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Pre-flight  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : MEL

Contributing Factors / Situations : Procedure  
Primary Problem : Aircraft

## Narrative: 1

I was [the] Purser on Aircraft X. When we boarded I noticed the entire phone was missing from XLR Jumpseat. The cockpit also informed me it was missing and that it was okay to go. I said that used to be a "no go" item. I have no way of notifying the cockpit if there was any emergency- be it evacuation, a threat level, a medical emergency, etc. I asked if there was another plane that we could take. I notified the system that we were checking within maintenance on an issue before we board. We still had 15 minutes left to board. I was told that I was to refer to the Flight Attendant Manual regarding other means of communicating. I'm not sure if you've worn a mask and spoken through a megaphone, but that's not really a reliable means of communication with a mask on. And it still does not allow me to communicate with the cockpit. We were on a type X aircraft where the other FAs are backwards facing and would not know if a situation were to arise up front. We were also advised that it was to be a bumpy flight and we might need to remain seated for the duration of the flight. An in-flight Supervisor met the aircraft. Captain said he would refuse the aircraft if I was uncomfortable. I said that decision should not solely rely on me. However, this was the second flight in a row where the forward intercom was broken. This one happened to be completely missing a phone. The one prior was hanging off a screw. A Mechanic also came up during boarding to see what the problem was. I said this should be a "no go" item referring to the missing phone. He said he deferred it that morning and that the part was awaiting the aircraft in ZZZ. So the aircraft had flown two previous legs before mine in this condition. I believe that a PA INOP is "not" a no-go. A missing intercom should be a no-go item.

## Synopsis

Flight Attendant reported the phone by a jumpseat was missing and requested the aircraft be swapped due possible communication issues in case of an emergency.

ACN: 1773755

## Time / Day

Date : 202011

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Boarding  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1773755  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

A party of 3 came on just as we were to close the flight, the agents stated he was exempt from wearing a mask, to which we questioned what he was told he was going to be able to do for the flight, which was not to wear his mask. The crew on the whole questioned what the Agent was saying, the Purser approached the Captain who said he would ask ZZZ operations, in the meantime the Lead came down and agreed with the crew that there were no exceptions to our mask policy, with debate and talking to the passenger we all looked to find it in black and white, while waiting for ZZZ to call back, the gate agents closed the door and pulled the jet bridge. The Purser explained to the passenger from

[seat number] that he and one of his guests could move to seat area X to keep them separated from the majority of our guests, during the flight I have to say I had to tell his friend to keep his mask on more, I chatted to them prior to landing and informed them they would have to wear their mask for their trip itinerary as there were no exceptions...that they had been miss informed prior to our flight. They actually seemed nice.

## Synopsis

Flight Attendant reported having to explain to a passenger that there were no exemptions to having to wear a face mask. Passenger and two others traveling with him were not compliant during the flight.

ACN: 1773754

## Time / Day

Date : 202011

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Attendant : Off Duty

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1773754

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

The last few month wearing a mask has affected my health. I have had constant headaches, brain fog, difficult concentrating and exhaustion. My eyesight is also affected when wearing a mask. The depletion of oxygen, increased exposure to carbon dioxide may be to blame. I fear risk of infection only because we are all touching our faces more than EVER with masks on. I used an oximeter to check my levels on a deadhead segment from ZZZ to ZZZ1. In hotel room [it was] 99, when on flight [it was] 89-94 for just a 2 hour flight. We are masked for 10-15 [hours] lately, sometimes 5 days a week. I have noticed I'm also sneezing a lot more, which, now finding out may be the poisonous spray being sprayed on the planes. Every flight attendants health is being affected.

## Synopsis

Flight Attendant reported concerns relating to health and oxygen levels in the body due to constantly wearing a face mask while working.

ACN: 1773750

## Time / Day

Date : 202011

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked  
Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Boarding  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1773750  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Passenger X boarded the aircraft and proceeded to self-upgrade himself to a better seat. When he was asked about this by another FA, he held his ground. Apparently, out in the gate area, he was quite belligerent. So, a member of the ground staff had to come on board and move him back to his assigned seat. He said that he was fine. After takeoff and constantly throughout the flight, I had to ask him to put his mask on. It happened several times. He was not happy that I kept asking him. I guess he felt that he was exempt from the wearing of masks.

## Synopsis

Flight Attendant reported a passenger was not compliant with face mask policy and also moved to a better seat without asking FAs.

ACN: 1773747

## Time / Day

Date : 202011

## Place

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

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ2

## Person

Location Of Person.Aircraft : X  
Cabin Activity : Safety Related Duties  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1773747  
Human Factors : Distraction  
Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Approximately 3 hours into our flight from ZZZZ-ZZZ, Flight Attendant X told me that his daughter had tested positive for COVID-19 the previous day. Flight Attendant X said that he contacted Airline when he learned of his child's positive test result and was advised to continue with his pairing, despite his immediate family member receiving a positive COVID test result. It made me extremely uncomfortable to hear that Flight Attendant X was directly exposed and that he chose to continue to work, possibly endangering the health



and safety of others. Flight Attendant X also mentioned that he is a [Medical Professional] and exposed to COVID positive patients regularly at his other job. While Flight Attendant X may not have received the support from the company in line with our responsibility to keep one another as safe as possible during the global pandemic, common sense and personal ethos would dictate that one would remove them self from flying until they had a negative test result and quarantine period of 14 days. I contacted ZZZ Supervisor upon landing in ZZZ and expressed my concerns.

## Synopsis

Flight Attendant reported concerns with another Flight Attendant showing up for work after a family member had tested positive for COVID-19 the day before.

ACN: 1773715

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 9200

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Initial Approach

Flight Phase : Final Approach

Airspace.Class E : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1773715

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

Human Factors : Human-Machine Interface

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1773934

Human Factors : Time Pressure

Human Factors : Situational Awareness

Human Factors : Fatigue

Human Factors : Workload

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Lost SA partially on arrival. Approach gave us a 240 heading and asked us to call the field. I had selected managed speed out of 10,000 and was configuring. Extended gear descending through 9,200, so we could continue to slow. Aircraft wasn't slowing. Captured LOC, but overshot a bit. Glide slope didn't capture. Once I saw the PAPI I saw I was low I leveled, continued to configure and slow. Leveled at 1,000 feet AFL momentarily to rejoin glideslope and ensure configured for stabilized approach. Had runway in sight the whole time after turning final, met gates at 1,000 feet AFL and 500 feet AFL, but felt behind and should have gone around. Maintenance delay, unfamiliar airport, late runway change, long day (nearly 9 hours of flying), no approach control (ZZZ Center handling approach due to COVID outage). I should have asked for vectors onto the approach rather than accepting visual. ZZZ is surrounded by high terrain, I was unfamiliar even though I felt I had prepared carefully, vectors would have provided a less dynamic environment. Also, if I were in a similar situation, I would go-around and ensure I don't press when I feel at all like I have lost SA. Also, the high altitude made slowing the aircraft down more difficult. I didn't include that in my briefing. I know better, but after the long day I failed to consider that as a factor.

## Narrative: 2

ATC gave us a 90 degree plus vector for Runway XXR and asked us to call the field. We had it in sight and were cleared for the visual. We were above the glideslope, with flaps 1, put the gear down to slow down, and used managed speed. The approach was armed, caught, but overshot the localizer because the aircraft wasn't slowing down. The glideslope didn't capture and we were then low on the glide slope as we passed through it from above. We leveled off, slowed down and finished configuring. We were within stable criteria at 1,000 and 500 feet, but it was a messy approach. Cause - Long duty day, extended due to maintenance. Bad vector from ATC and pressure to go visual. Approach was closed and Denver center was handling approach. Don't be pressured into accepting a visual at night with mountainous terrain. Go-around if an approach is feeling uncomfortable. Slow down earlier when at a higher elevation airport.

## Synopsis

Air carrier flight crew reported an unstabilized approach into an unfamiliar airport.

ACN: 1773641

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1773641

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Almost three months ago the building and maintenance failed to complete to provide a barrier of the partition to separate an employee sitting across from another employee. They provided the partition on the customer service side and failed to do the one on the employee's side which as a result expose the sitting employee to more virus.

## Synopsis

Ground employee wrote that maintenance failed to complete a barrier between employees to help prevent the spread of COVID-19.

ACN: 1773638

## Time / Day

Date : 202011

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1773638

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I came from ZZZ airport and boarded the employee bus to the employee parking lot. The bus sat for about 20 minutes before leaving and waited to overfill the bus with employees. There were more employees than seats available on the bus. The driver still continued to wait for more people to board after people were already standing without seats. This not only puts everyone on the bus at increased risk for the spread of COVID, but also increases risk for injury for those standing on the bus. We were just asked to not board a crowded bus and instead wait for the next one, however, if all the buses are being filled in this way than this leaves no choice for everyone, but to either put themselves in an unsafe situation or find other means to get to the employee parking lot.

## Synopsis

Air carrier First Officer reported a full bus of people on the employee bus which put everyone at risk of COVID-19 and increased risk for injury on the bus ride.

ACN: 1773635

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Flight Plan : IFR  
Flight Phase : Parked

## Person

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 3532  
Experience.Flight Crew.Last 90 Days : 114  
Experience.Flight Crew.Type : 3532  
ASRS Report Number.Accession Number : 1773635  
Human Factors : Troubleshooting  
Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL  
Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : MEL  
Contributing Factors / Situations : Procedure  
Primary Problem : Ambiguous

Narrative: 1

Our release for this flight included the following under the MEL Item Info "Treated Fuel". A search of the MEL manual and the FOM revealed no information to further describe what this means. The Captain called Dispatch who had to conference in maintenance to inform us of the meaning. Maintenance said the plane had been in storage and was only on its second leg after coming out of storage. A review of all the maintenance paperwork provided to the pilots did not communicate this information.

## Synopsis

Air carrier First Officer reported not being able to find information on a treated fuel related MEL. First Officer stated the aircraft had just come out of storage.



ACN: 1773620

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 5758

Experience.Flight Crew.Last 90 Days : 57

Experience.Flight Crew.Type : 5758

ASRS Report Number.Accession Number : 1773620

Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger in seat XX3 was removed due to repeated requests and non-compliance with requests to use his mask, and then he cursed [at] the FA. Other passengers confirmed his behavior, had customer service remove passenger.

## Synopsis

Air carrier Captain reported having a passenger removed from flight due to non-compliance with face mask policy.

ACN: 1773615

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 2647

Experience.Flight Crew.Last 90 Days : 0

Experience.Flight Crew.Type : 2647

ASRS Report Number.Accession Number : 1773615

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

When Detected : Taxi

Result.General : Work Refused

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Received an early am short call assignment. Assigned pairing ZZZ. 2 gate returns were made for maintenance and FO timing out on second gate return as well. Aircraft swap was made to continue flight with new FO. After realizing how tired I was and that I was paired up with another FO who hadn't flown in nearly the same amount of time as me (9 months), and after a self-perceived degradation in my performance from the extended maintenance delays, I removed myself from the operation due to safety concerns. I feel as though if I had been flying more I could have powered through this event by relying on recent "**habit patterns**" or "muscle Memory" from currency of a normal schedule. That, with the self-awareness of fatigue setting in led me to believe that the safe thing to do was to remove myself from the flight. I have flown aircraft for decades. I know when to remove myself from flight duty. I believe that this extended duty period with disrupted sleep and a degraded sense of performance would have been in poor judgement for me to continue.

## Synopsis

Air carrier Captain reported multiple ground delays and lack of proper sleep resulted in physical degradation/fatigue and decided to remove himself from the flight.

ACN: 1773581

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 41000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Other

Light : Daylight

Ceiling : CLR

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Corporate

Make Model Name : Light Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ

## Component

Aircraft Component : Communication Systems

Aircraft Reference : X

Problem : Malfunctioning

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 14919

Experience.Flight Crew.Last 90 Days : 45

Experience.Flight Crew.Type : 2611

ASRS Report Number.Accession Number : 1773581

Human Factors : Distraction

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.ATC Issue : All Types  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Aircraft

## Narrative: 1

Radio communication with ZZZ Center was not established over State X enroute on a flight from ZZZ to ZZZ1. I was able to re-establish radio communication with ZZZ1 Center North of City X on frequency XYZ.AB using the number 2 communications radio. I regularly fly this route and I know most of the high altitude center frequencies by memory. While speaking with ZZZ1 Center I was advised to call ZZZ Center after landing. My normal procedure is to monitor "On-Guard" XYX.BC with the number 2 radio, however, there was an ELT transmitting. The XYX.BC frequency was congested and was only occasionally monitored to wait for the ELT transmission to dissipate. The number 2 radio was operating with much less static than the number 1 radio. After landing I spoke to the pilot that previously flew the aircraft and they confirmed that the number 1 radio has been having reception issues. The number 1 radio was troubleshot and found to have a bonding issue between the fuselage and number 1 communications antenna due to corrosion. The antenna is in the process of being replaced. In conclusion, improved aircraft maintenance would have prevented this event. As a side note: I have noticed more "NORDO" events since the COVID-19 pandemic began. Now, a day does not go by that an aircraft is not being summoned to remedy a "NORDO" situation. Previously, these events were less. I speculate that a change in ATC staffing and increased size of control boundaries for one Controller to be responsible is a possible contributing factor. I notice now that the high sector controllers (usually working FL260 and above) are working considerably larger areas including the low sector. It is now not uncommon to hear a high sector Controller clearing low altitude aircraft for approaches and handing them off to Local Approach ATC. Juxtaposed to this increased workload for the Controller is less flying for air crew. The reduced flying during this pandemic may contribute to these "NORDO" events due to crews having reduced flying schedules and reduced recent experience.

## Synopsis

Pilot reported not being able to contact a Center Control due to aircraft radio communication issues and frequency saturation.

ACN: 1773509

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 3000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Flight Phase : Initial Approach

Route In Use : Vectors

Airspace.Class C : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 127

ASRS Report Number.Accession Number : 1773509

Human Factors : Workload

Human Factors : Situational Awareness

## Person : 2

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 129

ASRS Report Number.Accession Number : 1773508

Human Factors : Workload

Human Factors : Situational Awareness

Human Factors : Distraction  
Human Factors : Time Pressure

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On Aircraft X to ZZZ, we were given a turn to base for a visual approach to XR inside the final approach fix 600 feet above the FAF. We realized we weren't going to be able to complete the approach under the stable approach criteria so I called the go-around at 1,000 feet AGL. Once we got the aircraft climbing I called ATC saying that we are going around. ATC said climb and maintain 3000 feet, we were already climbing and had a high rate of climb because we only had about XX people on board. While we were cleaning up the aircraft and setting up the FCP, I realized our Climb rate was high and we were approaching 3,000 feet quickly. I said "watch your altitude" and asked ATC if we could get 3,500 feet. ATC denied it and said to maintain 3,000 feet and contact departure. Unfortunately, the correction of bringing the nose down and power back happened too late and we climbed through our altitude by about 200 feet. The correction came and we corrected our altitude back to 3,000 feet. On the second attempt approach tried to do the same thing to us again however we denied it and asked to be vectored for the ILS. ATC turned us to intercept the final approach course too close and I told them we won't be able to do it due to us having a tailwind, and that we are going to need to intercept it from the other side. I told ATC the intercept we would need. On that attempt we completed the approach successfully and landed with no further complications. Due to having a poor vector for the approach, and no warning of a close approach, we ended up high on a visual approach to Runway XR. For that reason we decided to go-around. The altitude assigned to us was only about 1,200 feet above the altitude we decided to go-around at. By the time we got the aircraft configured for the go around and contacted ATC we were even closer to that altitude. Due to having a high workload in that environment, a light weight, and being already close to the altitude assigned to us the climb rate was too high when I made the call out to the Captain. I also tried to rectify the situation before it happened by asking ATC for a higher altitude but was denied. Deny the visual approach and ask ATC to just fly the ILS to give us more time. Say unable instead of asking for a higher altitude.

## Narrative: 2

Today on Aircraft X to ZZZ we were given a turn inside of the FAF for Runway XR into ZZZ. ZZZ Approach had us at 3,000 feet. The FAF is 2,400 feet. We were unable to widen the approach due to a snowstorm to the west and had been cleared for the visual. We were too high, so we completed a missed approach. On the missed we went above our assigned altitude of 3,000 feet by 200 feet. We requested higher but were rejected, so we descended the 150-200 feet. On the second attempt, approach tried to give us the same



turn at the same altitude. We asked for the ILS. We were again given a bad vector, however, farther out. We were given a 060 heading to intercept. Due to a 40 knot tailwind we flew through and requested a 120 heading to join. It was accepted. We landed successfully. We got a bad vector inside the final approach fix while 600 feet above the FAF altitude. We were given no indication or expectation of a short approach. We were too high and too fast for our approach. We conducted a go-around and subsequently climbed 150-200 feet high.

## Synopsis

Air carrier flight crew reported a turn inside the Final Approach Fix, an altitude excursion and having to make two attempts to land.

ACN: 1773491

## Time / Day

Date : 202011

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 800

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1773491

Human Factors : Distraction

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

My first trip 'solo' as CO [Commanding Officer] was going well. I had a good crew and we performed well as a crew. On arrival after receiving vectors for approach to Runway XXL and established, the PF was looking around - sighting...flaps were at 15...I was focused on the required speed and frequency change at ZZZZZ, and the Relief Pilot was daydreaming as well. At 1,000 feet the PF called "stable"...and I saw his speed and ILS tracking were spot-on...and then we both realized at the same time that the gear was still UP and the flaps were at 15!! He called gear down and flaps 25, which I did out of habit as response to the fallout. I realized then, at the same time he did, that the approach was NOT going to work, at which point we both called "go-around". The go-around was at 800 feet AFL and was UGLY!! Go-arounds from this altitude are often UGLY!! The subsequent vectors and second approach went as it should and we landed safely...the desired outcome. The debrief at the gate was thorough and each of us contributed, as well as took appropriate blame for our individual contribution to such an embarrassing and actually humiliating event. We each had recently been through a simulator check. The Relief Pilot and I (CO) each having less than 40 hours in type, and the FO having just returned from a 7 month period of not flying. Combined total flight time of this 3-man crew exceeded X0,000 hours. However on this day we were each victims of a few different causal factors: fatigue...we had just flown XA+45 hours from ZZZZ; neither of us slept well the previous night; and we were each the victims of relative inactivity due to COVID-related restrictions; each of these led us to be distracted, lackadaisical, and only partially effective as a crew. Causal factors contributing to this outrageously ridiculous display of airman-ship are deemed to be at least the following: longer layovers, [lack of] more well established activity schedules during our layovers-even during times of social restrictions, [lack of] better food onboard flights for crews, [lack of] better procedural discipline is possibly another even considering each of us had been through simulator training very recently.

## Synopsis

Air carrier Captain reported an unstabilized approach resulting in a go-around. The Captain cited crew fatigue and lack of flying contributed to the event.

ACN: 1773484

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : DCA.Tower

State Reference : DC

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : DCA

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Flight Phase : Climb

Airspace.Class B : DCA

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : DCA

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Airspace.Class B : DCA

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1773484

Human Factors : Time Pressure

Human Factors : Situational Awareness

Human Factors : Distraction

## Person : 2

Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Flight Instructor  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1773485  
Human Factors : Time Pressure  
Human Factors : Other / Unknown  
Human Factors : Distraction  
Human Factors : Confusion  
Human Factors : Situational Awareness

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Primary Problem : Aircraft

## Narrative: 1

Takeoff and initial climb from DCA, Runway 01. Captain Pilot Monitoring, First Officer Pilot Flying. Pre-flight duties completed and route review completed at gate. Engine start and taxi was normal to Runway 01, before takeoff checklist completed to the line before crossing Runway 04, below the line after crossing Runway 04. As we taxied to runway, Aircraft Y was cleared to cross Runway 04 before us on another taxiway then into the box. As we were approaching Runway 01, Tower Controller asked Aircraft Y if they were ready for departure, Aircraft Y responded they needed 2 minutes. Tower asked if we were ready for departure and we responded we were ready, completed final checklist items. We lined up on Runway 01 and were cleared for takeoff. I do not recall checking FMA for NAV annunciation as we taxied on to the runway and checked final for traffic. Light passenger load/light takeoff weight. After takeoff, aircraft climb was rapid with a quick change to Departure frequency. We were at clean-up altitude quickly after takeoff. After thrust set to climb power and frequency change to departure (prior to check-in on frequency with departure) I noticed FMA annunciation was RWY TRK and we had not yet initiated a left turn for the departure. I told the First Officer to turn left, which he accomplished, initially coming left to approximately a 290-300 degree heading. I cross checked Nav Display for 1 NM circle around point PLVIA and outside references. I do not believe we entered Prohibited Area 56A or Prohibited Area 56B. After initial left turn, we then turned back to the right to rejoin the departure. A turn to point ADAXE would have required an aggressive right turn, so we turned to rejoin the departure between ADAXE and BEBLE After turning to rejoin departure I checked-in with departure control when they asked if we were on frequency. Remainder of the flight was uneventful. This was my (Captain) first flight back on the line after several months away due to combination of leave of absence and

quarantine for close contact with [someone] with COVID-19. I had just completed recurrent training the week before this flight. In the pre-flight briefing the First Officer had noted that with light passenger loads the aircraft takeoff and climb would happen quickly. Given my lack of recent flying, I should not have accepted departure prior to the aircraft in front of us on the ground, even though I felt I was in the green. I was slow to notice we had not initiated left turn on the departure where I would normally expect to begin a turn, possibly due to lack of recent line flying experience, the combination of quick climb after takeoff to acceleration altitude and frequency change slowing my monitoring and recognition of aircraft not being in NAV mode. Though I did direct the pilot flying to make a left turn, if I had done so earlier we would have been able to maintain the departure track without tracking close to Prohibited Area 56. The time from takeoff to overshooting the departure turn on takeoff from Runway 01 at DCA happens fast! I would like to see a similar event during simulator training to illustrate just how quickly you can get close to Prohibited Area 56 after takeoff from DCA when combining a timely distraction with lack of aircraft going in to NAV mode. PLVIA with 1 NM ring on NAV display did assist me as a barrier for this event.

## Narrative: 2

Takeoff and initial climb from DCA, Runway 01. Captain Pilot Monitoring, First Officer Pilot Flying. Pre-flight duties completed and route review completed at gate. Engine start and taxi was normal to Runway 01, before takeoff checklist completed to the line before crossing Runway 04, below the line after crossing Runway 04. As we taxied to runway, Aircraft Y was cleared to cross Runway 04 before us on another taxiway then into the box. As we were approaching Runway 01, Tower Controller asked Aircraft Y if they were ready for departure, Aircraft Y responded they needed 2 minutes. Tower asked if we were ready for departure and we responded we were ready, completed final checklist items. We lined up on Runway 01 and were cleared for takeoff. I do not recall checking FMA for NAV annunciation as we taxied on to the runway. Light passenger load/light takeoff weight. After takeoff, aircraft climb was rapid with a quick change to departure frequency. We were at clean-up altitude quickly after takeoff. After thrust set to climb power and frequency change to departure (prior to check-in on frequency with departure) PM noticed FMA annunciation was RWY TRK and we had not yet initiated a left turn for the departure. PF was focused on aircraft control since it was a light aircraft and I did notice the PLVIA circle rapidly approaching with no direction to turn by the Flight Directors. I also noticed the route was dashed and started a shallow turn to the left primarily due to the PLVIA circle. The PM/Captain having SA told me to turn left, which I accomplished, initially coming left to approximately a 290-300 degree heading. I cross checked Nav Display for 1 NM circle around point PLVIA and outside references. I do not believe we entered Prohibited Area 56A or Prohibited Area 56B. After initial left turn, we then turned back to the right to rejoin the departure. A turn to point ADAXE would have required an aggressive right turn, so we turned to rejoin the departure between ADAXE and BEBLE. After turning to rejoin departure PM checked-in with departure control when they asked if we were on frequency. Remainder of the flight was uneventful. I used a technique taught in the school-house of Red over Blue, Climb/NAV, Flight Dir 1 and 2 while at the gate. I do this on every flight. We are supposed to check NAV again prior to departure and due to the rushed situation and proficiency I don't recall either PM or PF saying anything about NAV. We had briefed the departure in full to include Prohibited Area 56 and the EO SID. I still don't know why it was not in NAV after takeoff roll. I had seen a technique of starting the turn regardless of the flight directors in DCA but up until now I have always used the flight directors. In this case the PLVIA circle was a timely final barrier that prevented me from going into Prohibited Area 56 along with the PM's callout. The time from takeoff to overshooting the departure turn on takeoff from RWY 01 at DCA happens fast! I would like to see a similar event during simulator training to illustrate just how quickly you can get

close to Prohibited Area 56 after takeoff from DCA when combining a timely distraction with lack of aircraft going in to NAV mode. Keep the PLVIA circle in the 10-7 and emphasize in training, it is a critical last barrier.

## Synopsis

Air carrier flight crew reported the FMS not flying correctly during departure and having to manually turn the aircraft to avoid a possible airspace violation.

ACN: 1773468

## Time / Day

Date : 202011

## Place

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

## Aircraft

Reference : X  
Make Model Name : No Aircraft

## Person

Location Of Person : Company  
Location In Aircraft.Other  
Reporter Organization : Air Carrier  
Function.Ground Personnel : Ramp  
ASRS Report Number.Accession Number : 1773468  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Communication Breakdown.Party1 : Ground Personnel  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Ground Personnel

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I am a Ramp Agent in ZZZ. There is no one to take employees temps as they report to work at the airport. There is currently a sign that reads, take your own temperature and sign your name off. That thermometer has given me reading of 90, 91, 96, etc... Recently, I cannot absolutely confirm, but one of my fellow employees is quarantining with no taste etc...no one that I know of that was working with that employee last week has been notified that they may have been exposed. Why isn't airline following the rules that are so important. We have had fellow employees close family members die of COVID and I along with many others are high risk. It feels like they are not taking this seriously and many of us are concerned and don't want to die.

## Synopsis

Ramp Agent reported issues with temperature check procedures at work and the company's lack of communication regarding employees that may have contracted COVID-19.



ACN: 1773454

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 8810.50

Experience.Flight Crew.Last 90 Days : 189.33

Experience.Flight Crew.Type : 5042.60

ASRS Report Number.Accession Number : 1773454

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Workload

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

During my briefing with FAs I communicated that masks were not going to be worn while in the cockpit, at any phase of the operation by me or my First Officer and that we were going to keep cockpit door closed while on the ground and no visitors. At that time FA A proceeded to instruct me about her own requirements to visit the cockpit, if pilots didn't have a mask...pilots will not speak while she's in the cockpit and if they needed to, it would be only facing forward and not facing her at all. I immediately told her that her demands were not part of any policy or procedure stated in any company publishing and that it was not going to be granted. FA A's attitude was very receptive and she conducted herself in a very nice and respectful manner. As I was deplaning the plane in ZZZ, FA A and Chief Purser called my attention to the screen of the Purser's cell phone, stating that it was a note from my Flight Duty Manager showing that masks must be worn during flight attendant's visits to the cockpit regardless. I suggested them to file a report because I had no time to go over their claim as I had just few minutes to go to our next flight.

## Synopsis

Air carrier Captain reported a Flight Attendant did not agree with the Captain not wearing a mask in the cockpit.

ACN: 1773426

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 9000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Descent

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Flight Phase : Initial Climb

Route In Use : Vectors

Airspace.Class E : ZZZ

## Aircraft : 3

Reference : Z

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Airspace.Class E : ZZZ

## Person

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Instructor

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 10  
ASRS Report Number.Accession Number : 1773426  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Training / Qualification  
Human Factors : Human-Machine Interface  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued Advisory / Alert  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was CPC [Career Professional Controller] training an FLM-IT [Front Line Manager-In Training]. We had a Small Aircraft (Aircraft X) overflight at 090. Air Carrier X (Aircraft Y) departed. Trainee climbed Aircraft Y up to 100. There was plenty of room to turn Aircraft Y, so I did not have trainee amend altitude. But then FLM-IT got distracted with traffic on the east side of the airport. I prompted trainee to turn Aircraft Y. FLM-IT keyed up, so I thought that is what FLM-IT was doing, then FLM-IT talked to other aircraft. I still felt FLM-IT had time to fix it, so I prompted again a second time. FLM-IT keyed up and talked to another same Air Carrier X (Aircraft Z) on the east side of the airport and not Aircraft Y that I was referring to. Finally the third prompt FLM-IT talked to Aircraft Y. I knew it was close to a loss of 3 miles, but thought FLM-IT turned Aircraft Y early enough, but it was not. When discussed after the session, FLM-IT did not hear me say to turn Aircraft Y. Which could have been because I was talking thru a mask and communication is muffled. When training I need to use full call sign with the numbers when telling the trainee to do something. I kept saying turn Air Carrier X. We had more than one Air Carrier X that we were working. So I need to be more specific. I can also just key up and turn the aircraft myself which I normally do if I feel like it is warranted. I honestly thought she caught it early enough.

## Synopsis

ATC TRACON instructor reported miscommunication with trainee resulted in an airborne conflict during a training session.

ACN: 1773379

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1773379

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger in [seat] X4 was told twice by myself and co-worker to fix her mask properly. I told her that her mask should be over her nose and mouth. She told me that she was drinking her water. I stood there while doing my safety demo and not once did I see her take a sip of water. She got upset when I told her that she needs to wear her mask properly.

## Synopsis

Flight Attendant reported that a passenger became upset when asked to wear her face mask properly.



ACN: 1773378

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1773378

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Customers in XX1 and 2 didn't know each other and asked me if they can move because they didn't think they could be seated next to each other. I told them once we're finished boarding we can see if there's empty seats or you can talk to the gate agent if not. One of them sits across in XX4 for time being. Customer Service Agent (CSA) comes on and says

someone else is assigned that seat. He goes back to see who should be in that seat, comes back and finds him sitting in row XY next to someone, I guess they knew each other. So the other customer stays in XX4. The customer in Y2 was also seated next to a stranger, and asked about moving up to row 1. I said unfortunately because we have seating caps, first class is at its max up there. I said once CSA comes back you can talk to him. I go to get a trash bag to collect the purell wipes, and he's right behind me when I turn around. I was confused why he was there all of a sudden. He said he would go talk to the gate agent. I told him to make sure he has all his bags if he's stepping off, but didn't understand why he didn't just wait for GA to come back. Because he had to come back to sort out the customers in row XX. And he asked why he had to take his things, thinking that meant he'd miss the flight. I asked why not just wait in your seat until the gate agent comes back, and he calmed down and nodded, saying that's a better idea. I guess he didn't hear me when I initially told him to wait for CSA to come back. Then CSA comes on and finishes sorting [out] XX12. Then he talks to Y2 and says exactly what I told him about seat caps, maybe he told him something more I'm not sure. Y2 kept complaining about the whole row 1 being open, and why can't he sit there, as if nobody explained the covid seating caps to him (both me and CSA did). Then, I finish collecting wipes and notice XX2 has a lace mask. Like lacey dress or underwear material, super thin with holes in it. And I ask if she has a regular mask without holes, or we can give one to her. And she has a startled/insulted look on her face, and says how she needs the holes because "I can only breathe out of my left nostril." I told her if it's a medical concern, it's not showing up on our end, and we weren't informed of any passengers with medical exceptions. So we would need to talk to the CSA and get that on your booking, so you can get an exception. And then she says how she flew with that mask from ZZZ, and it was fine. I told her it was possible nobody noticed on those flights, and unfortunately it's not allowed. Even if nobody else noticed before, that doesn't mean I can ignore it when I notice. So I go back up and flag down the CSA as he's closing the jetbridge doors. And I ask him about any medical exceptions, and he said nobody was approved for that and that he didn't notice anyone with a lace mask. So he says he'll be back with a mask. We have masks onboard but it was better he did that because she was already giving me attitude about it. He comes back and asks who it was and I said XX2, one of the ones we were talking with earlier. He goes back and gives her the mask and comes back saying how she told him that she wore that mask from ZZZ and I that he told her that it doesn't matter what happened on previous flights. Basically the same stuff from when I spoke to her. She got past him during boarding, then the other FA up front, then me in back during the whole seat issue, and then the GA again when he helped with the seat issue. And it wasn't until near departure time that I even noticed. So I think there's a good chance that on her other flights, those CSAs and FAs didn't notice either. Also, it was obvious she didn't have a medical exemption because she told me she needs a hole-y mask since she can only breathe out of 1 nostril. What I did not tell her was that she was speaking to a FA who hasn't been able to breathe out of either nostril in years because of a medical issue, and I was wearing a regular mask just fine. I would feel blessed if I could breathe out of even just one nostril. Somehow she didn't think that breathing out of one's mouth alone is possible in a mask. And I know I'm not the only FA with a similar sinus issue, too, and we all wear regular masks.

## Synopsis

Flight Attendant reported that several passengers had seat location issues and another passenger was not wearing a proper face mask.



ACN: 1773377

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1773377

Human Factors : Communication Breakdown

Human Factors : Workload

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During boarding, the passenger originally seated in X2 moved herself to exit row XYA. I was in the back, waiting for the aisle to clear so I could close the overhead bins and brief exit rows. I noticed the customer was in the galley speaking with the forward FA. I wasn't sure what her seat was, so I waited for her to go to her seat before I started walking forward and closing the bins. She grabbed her bag from row X and then sat in XYA, the exit row. I just assumed that was her assigned seat at the time. I closed the bins all the

way to the front. I noticed a pilot commuting in row Z who had his mask around his chin and wasn't eating. I requested he put his mask back up and he did. The man behind him in X4 had his mask completely off, so I asked him to put it on and he did. When I asked that guy to put his on, another customer across also pulled theirs up, so I didn't have to ask that third person. I don't recall where the third person was sitting, I only remember they sat in [the area] on the left side of the aircraft. They put their mask up before I asked, so I didn't think much of that. I was quite annoyed that I had to remind so many customers to put their masks up. I briefed the exits like normal. After the door was closed and I did my compliance checks, other flight attendant motioned me toward her before the safety demo. She said that the woman who moved to the exit row was originally seated in [in a different area], and that many customers had their masks off in that area, so she requested to move else where, and that's why she moved. I told other Flight Attendant that I did notice a lot more than usual with their masks off or down, especially in those first few rows of [that area]. Especially the [commuting] pilot and the guy behind him. Other flight attendant said the woman said something about a crew member not wearing a mask. There were a few flight attendants commuting, too, but they all had their masks on that I knew of. Later, inflight I spoke to the woman who moved, and I apologized and told her that it was not okay that they weren't wearing their masks, and that I did tell them to put them on and they did. She said she was especially appalled that a pilot wasn't wearing one, and said she was traveling to see a family member and was stressed enough. I gave her [a voucher] and offered her wine or beer, which she would have gotten in her [original] seat anyway. She seemed calmer and thanked me a lot. Later, I spoke with the [commuting] pilot and reminded him the importance of wearing masks around customers, and that one did move herself back because he wasn't wearing his. After I told him the first time (before door was closed) to put it back on, he kept it on except when eating or drinking. The man behind him, however, I told twice more (three times total including before door was closed) to put his mask on. Once inflight when I was collecting trash and he was sleeping. He had his mask all the way below his chin, near the collar of his shirt so that it didn't even look like he had one there. And another before landing, when I was doing my final compliance check. There was another guy in main cabin who fell asleep twice and I had to shake him awake and remind him to put his mask up, but his was covering his mouth, it just wasn't over his nose. I checked on the customer in XYA again and told her I spoke with that pilot again, and he has complied with mask requirement since the door was closed. Hopefully he just forgot and takes the mask requirement seriously. I only told him once, so I'm not sure how long he had it off or if he was eating before and just forgot to put it back on. I spoke with flight deck before I spoke with that commuter because our paper work and guest service tool app did not say there was a non-rev seated in Z4. So I asked FD if maybe he was listed as jumpseater, which didn't make sense because there were enough seats for all the non-revs to get on and he had higher priority. So I told FD about the customer complaint about that commuting pilot. When I spoke with him, he said he asked gate agent for a seat without the bulkhead, since he was originally given seat A3. So it seemed the woman who was seated in Z3, was swapped to A3. And the pilot was moved to Z4. I'm not sure exactly.

## Synopsis

Flight Attendant reported that many passengers, including a commuting pilot, were not compliant with the face mask policy.

ACN: 1773357

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1773357

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was briefing the over-wing window exit as the C Flight Attendant with my safety information card in hand. When I asked the gentleman in the two-seater if he was willing and able to sit in the exit row and ask for a verbal confirmation he asked for water. I told him no sir I was asking him if he was willing and able to sit in the exit row he said yeah. He said do you want me to move? I said no you're fine I just wanna make sure that you're aware that you're in the exit row. And that was it. I don't know if you could not hear me because of the mask. Or I was speaking too fast. Or not clearly enough for him. I will need to work on that.

## Synopsis

Flight Attendant reported that communication with a passenger regarding exit row seating may have been misheard due to speaking through a face mask.

ACN: 1773352

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Cabin Lighting : Low

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1773352

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

On landing, I was the A Flight Attendant. I landed in the X jump seat as opposed to the Y jump seat. (This is the correct jumpseat position pre-COVID). This is a new procedure due

to COVID because of social distancing. The C Flight Attendant sits in the X row and I land in the X jump seat.

## Synopsis

Flight Attendant reported sitting in the incorrect jump seat.

ACN: 1773349

## Time / Day

Date : 202009

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1773349

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Detector.Person : Flight Attendant

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I have noticed that while wearing the face mask for prolonged periods, I feel my self gasping for air and sweating. Also, I see myself having a dry nose which leads to a runny nose while on the aircraft. Once off the aircraft, the symptoms pass. The hyperventilating is my main concern, I can't catch my breath like normal and it's a grave concern at this point.

## Synopsis

Flight Attendant reported experiencing physiological issues after wearing a face mask for prolonged periods.

ACN: 1773320

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 24000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1773320

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Crew

Result.Flight Crew : Overrode Automation

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1



On descent into ZZZ, we momentarily exceeded Vmo by approximately 1 knot for less than 3 seconds. I later completed an AML entry and notified Maintenance Control. There was no operational impact. I was the CA and PF. While on descent into ZZZ, ATC halted our descent at FL240. This put us behind our VPATH solution. When we were next cleared to descend, I elected to go into Vertical Speed Mode, selecting 2000 FPM in order to recapture the VPATH. The task saturation over the next few seconds took my scan away from our airspeed, and we surpassed and we surpassed XXX knots, our "barber pole" airspeed. I immediately disconnected the AP, overrode the autothrottles and raised the nose of the aircraft. The max airspeed reached [was] XXY knots for a second or two, before returning to green numbers. There appeared to be no adverse effect on the aircraft or passengers. I later completed an AML entry and notified Maintenance Control. I had not flown in 3 weeks, due to my inactivity on reserve status. I now know that I must be more diligent on my scan, especially when I have not flown in a while. On descent, I must be more cognizant of airspeed when using the VS mode. In this case, using Green FLCH would have been a better choice. It was an excellent learning opportunity.

## Synopsis

Air carrier Captain reported momentarily exceeding the aircraft's maximum operating limit speed on descent. The Captain cited lack of flying as a contributing factor.

ACN: 1773317

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1773317

Human Factors : Physiological - Other

Human Factors : Fatigue

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Result.Flight Crew : Overrode Automation

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

On short final to land Runway XXR we heard a "too low, flaps" audible warning. As the PM, I saw we were at flaps 25 with a planned flaps 30. I called this out to the First Officer who was the flying pilot as I selected flaps 25 and performed the landing check which we had apparently missed on approach. We made a normal landing. This was our second day in a row of very early flights with wake up calls and 3 time zone changes. While I didn't feel fatigued, I suspect I was more tired than I realized. We had just flown a nearly 5 hour cross country flight with a breakfast of a couple spoonfuls of granola, a couple spoonfuls of yogurt, and a few grapes. This was our company provided meal for the flight. While I normally take responsibility for providing my own food, this is not always possible in the current COVID environment. I believe this was a significant contributing factor. In hindsight, the proper response would have been to perform a go around and set up for another approach. While I don't feel my handling of the situation was unsafe, it was not consistent with company procedures. With reasonable sleep and nutrition I'd like to think I would have made a different decision.

## Synopsis

Air carrier Captain reported receiving a flap aural warning message due to having an incorrect flap setting on final approach.

ACN: 1773249

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 22000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Climb

Route In Use : Direct

Route In Use.SID : ZZZZZX

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1773249

Human Factors : Workload

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Automation : Air Traffic Control

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Result.Flight Crew : Became Reoriented

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

On a flight from ZZZ-ZZZ1, we were cleared on the standard route. Having not flown as much as usual during the COVID-19 pandemic, I tried my best to stay ahead of the airplane where possible. We began performing the brief for the ZZZZX arrival before performing the climb checklist, and also briefed our eventual landing on [Runway] XXL at ZZZ1. During this time, we reached our cruising altitude of FL220, but did not realize that we had missed the completion of the climb checklist. ATC notified our aircraft that our altitude readout was between 250-300 feet higher than it should have been. This was because we did not reset the altimeter through FL180. The decision to brief the arrival and approach earlier than expected caused a routine checklist to not be performed at the normal time. Altimeters were reset, the checklist was performed, and altitude was corrected. Although staying ahead of the airplane is generally a good idea, don't allow the neglect of standard procedures to be what breaks the barrier to safety.

## Synopsis

Air Carrier Captain reported not completing the climb checklist resulted in an altitude deviation during departure. The Captain cited the decision to brief the arrival and approach earlier than expected caused a routine checklist to not be performed at the normal time.

ACN: 1773222

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1773222

## Events

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Gate Agent / CSR

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

## Narrative: 1

The reason for this report is in regard to the air filters that we have at work. I am looking to see if we can have HEPA filters in the workplace because of the spike in COVID-19 that we are having in ZZZ. These filters will help out a lot with this virus. If the aircrafts have them I believe it's just right to have the airport with them, as well as break rooms and offices. We still have many people at work that don't wear their mask, sneeze out in the open and cough. I witnessed this in the office environment I'm currently in.

## Synopsis

Air Carrier office employee reported the office area for work would benefit from the installation of a higher-grade air filter to combat COVID-19.

ACN: 1773213

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

ASRS Report Number.Accession Number : 1773213

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

We as employees are very concerned on the conduct and unsafe work environment that is going on at the ZZZ facility with the COVID precautions. With many of our employees getting sick and even passing away, we have noticed the lack of safety regarding the management of COVID-19. There has been a couple of outbreaks and the company never identified the outbreak area, no investigation on the outbreak and especially no contact tracing efforts or warnings of contact exposure. The weather is getting colder, the breakrooms are packed with no social distancing and no improvement in the ventilation. This is giving us high stress and anxiety in this work environment.

## Synopsis

Ground employee reported COVID-19 related concerns in their work environment.

ACN: 1773201

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 2905

Experience.Flight Crew.Last 90 Days : 23

Experience.Flight Crew.Type : 2905

ASRS Report Number.Accession Number : 1773201

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : Taxi

Result.General : None Reported / Taken



## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Captain did not conduct pre-flight briefings per Standard Operating Procedures. Even after advising of the threat that [are] due to COVID, I have not flown regularly at all, and may need a little bit more time or to be watched closely, Captain still skipped virtually all briefing elements. I missed that we did not login to CPDLC and get our departure clearance, which I absolutely would have caught with a proper briefing. When contacting Ground Control, ATC stated it didn't look like we had our clearance. I logged into CPDLC and received our clearance and verified all the elements before departure.

## Synopsis

Air Carrier First Officer reported not obtaining an ATC departure clearance prior to pushback, and cited a nonstandard pre-flight briefing given by the Captain and lack of flying as contributing factors.

ACN: 1773190

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 23151

Experience.Flight Crew.Last 90 Days : 164

Experience.Flight Crew.Type : 5538

ASRS Report Number.Accession Number : 1773190

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

Narrative: 1

I was Captain [on] Flight ABC ZZZ to ZZZ1. We flew the inbound in the same aircraft from ZZZ1, both flights were completely full. In between the flights, I did my setup for departure, and then went to walk the terminal for a moment. What I saw as I left the jetway into ZZZ terminal was a little shocking in today's safety and COVID environment. The end of the terminal had about four flights all trying to load or unload at the same time. The area isn't large but there was at least 1,000 people crammed into the jet way area. No one had room to social distance. Everyone did have a mask on, but it was very uncomfortable. I navigated as well as I could past the crowd as quickly as I could and went much further into the terminal to find an open area. I kept an eye on the loading area from afar but it took a long time to empty the crowd as they boarded. I didn't go back near the gate until about 10 minutes to departure. It was still crowded on my flight and the other boarding planes had crowds around. The jet bridge backed up and our airplane didn't get loaded until just before departure time. I know the agents were trying as best they could, but when that many planes are set to depart at the same time it was difficult. I asked about it and was told that also [another aircraft] had a mechanical and had to de-board all of its passengers into the same crowd as it was awaiting parts. An agent asked our passengers who were at a standstill on the jetway to please get seated quickly, so we didn't have to delay the flight. One passenger said there isn't anywhere to go as the line was just stopped. I feel the management of this boarding process was not well thought out. If flights are departing that close in time they should be spaced in gates down the concourse apart from each other. If this is the operation each day of the week, it should be looked at to see if there is a better way.

## Synopsis

Air carrier Captain reported that a large number of passengers waiting to board at several adjacent gates were standing so close together that social distancing was not possible. The Captain suggested that the gates in use be spaced out.

ACN: 1773187

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 2896

Experience.Flight Crew.Last 90 Days : 14

Experience.Flight Crew.Type : 2896

ASRS Report Number.Accession Number : 1773187

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I have spent this pandemic sitting reserve and trying to minimize my risk of catching COVID by minimizing my flying. I have family members in my household that have respiratory issues so we all work hard to stay as safe as we reasonably can and we have made many sacrifices this year as a family. Of course on occasion I will get called out to fly, and when I do, I am as cautious as I can be. But I am getting increasingly frustrated showing up in the flight deck with pilots with no regard for the mask wearing

recommendations. Also troubling, is learning they are frequenting bars and regularly visiting others. I know individual choice is just that. But I do not understand why we as a company and union have not made it a norm to require a mask, at all times at work, not just for show in front of the passengers. I have a right to feel as safe as I can on the flight deck too. I understand at this point mask wearing is a choice on the flight deck, and it is one that I made. But it should be a requirement. As for arguments about communications issues and oxygen use, I have worn a variety of masks including those provided by the company and have not had any internal or external communications issues and removing an over the ear mask is no more problematic than sunglasses or a headset. They are non-issues that can be managed easily by a professional crew. As the infection rate goes up and we try to spread out the flying among more pilots, this conflict will become more of an issue. It is best to err on the side of caution and safety and just wear a mask at work. All the time. Nurses and doctors wear them all day long and are able to communicate just fine. There is no reason why we shouldn't too.

## Synopsis

Air Carrier First Officer reported being uncomfortable and frustrated because many other pilots choose not to wear a face mask in the flight deck.

ACN: 1773176

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 3452

Experience.Flight Crew.Last 90 Days : 25

Experience.Flight Crew.Type : 1083

ASRS Report Number.Accession Number : 1773176

Human Factors : Physiological - Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Upon arrival in ZZZZ, we experienced some health and safety concerns. Everyone that interacted with us was in full PPE but the most concerning part was we were followed by a guy that sprayed some chemical into the air around us. Some type of fogging machine - no idea what the chemicals were. They even had another person spray a liquid chemical onto the floor after we walked through customs. (That was the only point where we were actually inside a building). They transported us in an airport bus that also had a strong chlorine smell to it. Arrival at the hotel was like a scene from the movie Outbreak. The entire inside of the hotel is drenched in a white powder substance (probably from fogging) and carpets/floors haven't been cleaned or vacuumed in weeks. Room floors were covered in dust, lint, and other crumbs. Trash bags were all over the hotel hallways. To add to the chemical list, we were even given chlorine tablets to drop in the toilet prior to defecation. Food was delivered to the room as you were not allowed to leave your room during the entire stay. Although we were supposed to have set times for food drop-off, it was never

consistent. Coordinating your international sleep around their food delivery was impossible. Some people like to sleep upon arrival at XA:00 pm to catch some of your previous WOCL - in that case your dinner sits outside and potentially spoils. I'm writing this report a couple days later as I still have a slight sore throat that developed during the layover. The Captain has had similar symptoms along with congestion. It's unlikely we contracted COVID as we all tested negative the morning of that trip but do think it could be related to all the chemical/cleaning agents they used around us.

## Synopsis

Air carrier First Officer reported multiple concerns with the COVID-19 sanitizing protocols used at the layover airport and hotel in a foreign country.

ACN: 1773038

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 1480

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.CTAF : ZZZZ

Aircraft Operator : FBO

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Final Approach

Airspace.Class G : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Instructor

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 704

Experience.Flight Crew.Last 90 Days : 130

Experience.Flight Crew.Type : 290

ASRS Report Number.Accession Number : 1773038

Human Factors : Situational Awareness

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Trainee

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Private



Experience.Flight Crew.Total : 200  
Experience.Flight Crew.Type : 47  
ASRS Report Number.Accession Number : 1773042  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

ZZZ Tower was closed due to mandatory cleaning when a Controller tested positive. The airport was operating under CTAF frequency. We got the ATIS after pattern work at ZZZ1, then decided to shoot the RNAV XX, with the winds reporting 300 @ 12 knots. We contacted approach and got vectors for the RNAV XX. After being switched over to the CTAF frequency from Approach, we heard multiple aircraft utilizing Runway XYR. With the traffic using Runway XYR we decided it would be best to circle to Runway XYR, since a circle to Runway XYL is NA per the approach plate. When reaching circling minimums and within the circling radius we began to circle east of the field on a left base to Runway XYR. This required us [to] cross over the extended centerline of [Runway] XYL. We flew the rest of the pattern and landed with no incident or traffic conflict. Additionally, no traffic was in the pattern for [Runway] XYL at the time and no traffic was affected by this decision. I believe that the other traffic using Runway XYR instead of Runway XX (based on what the wind was calling) was a huge factor. My student and I were concerned on entering right traffic for Runway XYR and overflying the field roughly 1,480 MSL/600 AGL feet above and potentially creating a traffic conflict for those operating on [Runway] XYR. This is what drove us to make left traffic for Runway XYR.

## Narrative: 2

I was flying the RNAV XX into ZZZ with CFI (Certified Flight Instructor). ZZZ Tower was closed early due to mandatory cleaning after Controller tested positive for COVID-19. Airport was operating under CTAF frequency. After checking ZZZ ATIS after pattern work at ZZZ1, the decision was made to shoot the RNAV XX into ZZZ as winds were 300@12. Contacted Approach, who granted us the approach clearance. Upon switching to ZZZ CTAF, it became clear that traffic was using [Runway] XYR/L despite the winds favoring Runway XX. We made the decision to break off the approach at CAT B circling minimums and circle to [Runway] XYR as a circle to [Runway] XYL from RNAV XX is NA per the approach plate. This required us to cross over the extended centerline of [Runway] XYL. We circled east of the field and entered a left base for Runway XYR and proceeded to fly a normal pattern with no incident or traffic conflict. If we were to fly right traffic instead for Runway XYR that would have required us to cross midfield at 1,480 MSL (approximately 600 FT AGL), which could create a potential conflict for traffic on go-around/missed.

Rather, we elected to essentially perform a circle [Runway] XYL with a sidestep to [Runway] XYR (as the circle to land [Runway] XYL from [Runway] XX is NA). Additionally, no traffic was affected by this decision.

## Synopsis

Flight Instructor and student reported conducting a circle to land approach to a runway which resulted in crossing over the extended centerline of the parallel runway. The crew stated the Tower was closed for COVID-19 cleaning.

ACN: 1773034

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 166

Relative Position.Distance.Nautical Miles : 11.9

Altitude.MSL.Single Value : 3300

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 20

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Initial Approach

Route In Use : Direct

Airspace.Class C : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 2400

Experience.Flight Crew.Last 90 Days : 5

Experience.Flight Crew.Type : 1000

ASRS Report Number.Accession Number : 1773034

Human Factors : Training / Qualification

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Exited Penetrated Airspace

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

VFR instrument currency flight at ZZZ on RNAV GPS Runway XX with safety pilot. When outbound to ZZZZZ IAF at 3,300 MSL and entering the course reversal saw airspace indicated on GNS 530. I realized the floor of ZZZ C airspace was 2,000 MSL and penetrated airspace. I immediately descended to 2,000 MSL and continued the course reversal at that elevation and completed the practice approach. Traffic display from ADS-B did not show any traffic conflict while at 3,300 in ZZZ C airspace. Lack of flying in past 6 months due to COVID limits contributed to reduced situational awareness and unfamiliar with this area and airspace. Flying more and better use of EFB charts would have corrected this situation.

## Synopsis

GA pilot reported having an airspace incursion while on an instrument currency flight and cited lack of recent flying due to COVID-19 and unfamiliarity with the airspace as contributing factors.

ACN: 1773000

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Environment

Flight Conditions : Mixed

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Radar : 20

Experience.Air Traffic Control.Military : 8

ASRS Report Number.Accession Number : 1773000

Human Factors : Workload

Human Factors : Time Pressure

Human Factors : Fatigue

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

I was working enroute Center for two hours and 20 minutes with heavy to moderate traffic without the help of a D side. Sector XX. Normally this would not be a problem but during the coronavirus situation there is a skeleton crew of controllers in the area and we are short staffed. Training in the area was also underway. Also, we had no management in the area acting as a Supervisor. We had a Controller-in-Charge position staffed by one of the FPLs in the area. After working 2 hours of heavy traffic I began to tire and was transposing callsigns and missing check-ins. I asked one of the controllers working another less busy sector to swap positions with me. I just could not work that volume of traffic anymore. The

Controller was kind enough to swap with me. I was mentally drained. The culture does not generally allow for complaints of this type. After my break (which I am on right now) I will do it all over again. If this continues the risk grows of a Controller contributing to error within the airspace. This is normally not necessary. This is a very busy time of the year and it is unbelievable that the FAA would allow this lack of staffing and allow the normal flow of traffic. This situation routinely happens at ZZZ (Center) in Area X, I am not sure about the other areas, but I have heard similar things from other controllers.

## Synopsis

Center Controller reported becoming fatigued due to working heavy traffic for an extended period of time and cited low staffing levels as a contributing factor.

ACN: 1772985

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Maintenance : Other / Unknown

ASRS Report Number.Accession Number : 1772985

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Maintenance

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

During bus transportation, from the employee parking lot to airport. Social distancing is not being addressed or enforced. Employees are not 6 feet apart and the bus is completely full [to] the point where employees are holding onto the railings. Due to the current spike of COVID-19 in ZZZ, we need to enforce social distancing in the bus area and parking lot.

## Synopsis

Maintenance employee reported that employee buses are full and social distancing on them is not being properly addressed.

ACN: 1772984

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

Maintenance Status.Maintenance Type : Scheduled Maintenance

Maintenance Status.Maintenance Items Involved : Installation

## Person

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1772984

Human Factors : Training / Qualification

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

With the COVID-19 pandemic, technicians are concerned about proper safety with the removal and disposal of HEPA filters. The procedures are consistent with all of company fleet types, including both Manufacturer X and Manufacturer Y aircraft types. All of the AMM procedures include a list of the necessary PPE as well as Disposal requirements. Description STD-XXXX Coveralls - Hooded STD-XXXY Goggles - Safety, Non Vented STD-XXXZ Respirator - Particulate, meets NIOSH 42 CFR 84 Class N95, N99, N100 The question here is, what qualifications (if any) are needed and where can we find the company policy. The main item is the use of the respirator Class N95 as is called out for in the AMM procedures [for several aircraft types]. The second question concerns proper disposal of used HEPA filters and used PPE. Obey the airline policy, local health department and law enforcement regulations when you discard this material. Obey these instructions to prevent injuries to personnel.

## Synopsis



Technician reported requesting to know the company policy that governs the safe removal and disposal of HEPA filters and used PPE. Technician is also unsure of what qualifications are needed to perform those tasks.

ACN: 1772982

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Maintenance : Lead Technician

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1772982

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

Social distance cannot be adhered to due to lack of spacing. Nothing is setup in the bus to promote social distancing.

## Synopsis

Maintenance employee reported that social distancing on the bus is not possible due to lack of spacing.

ACN: 1772967

## Time / Day

Date : 202011

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1772967  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Captain came out to brief FAs. Told us [the] FO was not going to wear [a] mask in cockpit, anyone [have] a problem. I said I did. And would prefer to have him wearing [one] when we [are] in the cockpit. Captain continued to look for another FA to go in the cockpit. My take: If there is no courtesy to me or any of my flight attendants, why should we have to go in the cockpit? When I said I had a problem, he should have backed off. Yet, now he was telling us, he had no problem wearing a mask, but the FO had. Then, later, [the] FO comes out of cockpit not wearing a mask, and proceeds to talk (very close) to a FA standing near him, with no mask on. I reminded him, to go out, he had to wear a mask. He put his mask on. I have a problem with a pilot who does not care about our well being. Our health, our ability to work and stay healthy to support our families, and all that comes with us exposing ourselves. It is not acceptable and it should not be tolerated to continue to ask for a FA to go inside the cockpit when the FO was not going to wear a mask. Today, we had an XX:59 minutes duty day + hour before and hour after wearing a mask. The least he could do is wearing a mask for 5 minutes when one of us goes inside to relieve them. **It's intimidating, it's a disregard of others and disrespectful to all FA group, as if**

we do not matter. This is not company policy and someone should speak with him about caring for his coworkers, or anyone for that matter. Because I bet he is not wearing a mask where he goes. Just unacceptable. I have a problem with a pilot refusing to wear a mask when a FA goes in the cockpit, and whoever is reading this, should too.

## Synopsis

Flight Attendant reported refusing to be in the cockpit to provide break relief because the First Officer would not wear a face mask. The Flight Attendant reported that the Captain asked for other flight attendants who would be willing to provide break relief under those conditions.

ACN: 1772963

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1772963

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Passenger X was removed for testing positive for COVID virus. Plane was not deplaned and sprayed. Passenger was on board 20 minutes with face covering not covering nose.

## Synopsis

Flight Attendant reported that a passenger who had tested positive for COVID-19 was removed from the aircraft; however, other passengers were not deplaned and the aircraft was not sanitized.

ACN: 1772846

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.AGL.Single Value : 1500

## Environment

Light : Dusk

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Airspace.Class E : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1772846

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1772849

Human Factors : Communication Breakdown

Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

We got our IFR clearance from ZZZ Tower about 30 minutes prior to departure. We were surprised that ZZZ Tower closed shortly after getting our clearance, at XB:00 p.m. we taxied to the runway and made position announcements on the CTAF. After takeoff we contacted ZZZ Approach at about 1,500 feet AGL. Approach informed us that we should have gotten an IFR release from them on the ground. We need to remember to get an IFR release for departure from Approach Control if the Tower closes after issuing our clearance.

## Narrative: 2

In ZZZ, I called ZZZ Clearance and received our IFR clearance to ZZZ1 at approximately XA:30 p.m. local time. After a slight ramp delay, we pushed back around XB:10 p.m. The Tower at ZZZ closes at XB:00. We made all our CTAF calls and took off in clear VFR conditions. I checked in with departure at 1,400 feet. At that time Departure let us know we did not get our IFR release on the ground. I recommend once a Tower closes, even with a clearance received prior to closing, always contact Departure on the ground prior to departing and pick up your IFR release to destination. The cause was some confusion with already receiving the clearance and picking up the release after the Tower closed. Lesson learned is as described above, once Tower closes you need to pick up your clearance from Departure prior to taking off.

## Synopsis

Air Carrier flight crew reported obtaining an IFR clearance before Tower closed; however, they departed after Tower closed and did not obtain an IFR release for departure.

ACN: 1772793

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1772793

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

There is no social distancing being enforced at ZZZ lobby and people are at risk of contracting COVID-19 and most importantly our employees are being exposed day in and day out. The company is not doing enough to protect us from contracting this virus.

## Synopsis

Ground employee reported concerns regarding the lack of social distancing in the airport lobby area.



ACN: 1772792

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1772792

Human Factors : Physiological - Other

Human Factors : Other / Unknown

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

## Narrative: 1

On [date] two ramp employees came into the breakroom, neither had a mask on...they both stood close to me.

## Synopsis

Ground employee reported two ramp employees entered the breakroom without wearing a mask.

ACN: 1772790

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1772790

## Events

Anomaly.No Specific Anomaly Occurred : Unwanted Situation

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Currently in ZZZ COVID-19 is spiking. Employees in breakrooms and offices are breathing unfiltered/unclean air. Installing HEPA filters in all employee breakrooms and offices will clean up the air and mitigate exposure to our employees.

## Synopsis

Ground employee reported concerns regarding the unfiltered air that employees are breathing in breakrooms and offices and recommends filters be installed to mitigate COVID-19 exposure.

ACN: 1772774

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 10000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Climb

Route In Use.SID : ZZZZZ2

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 10135

Experience.Flight Crew.Last 90 Days : 62

Experience.Flight Crew.Type : 72

ASRS Report Number.Accession Number : 1772774

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Climbing out of ZZZ on the ZZZZZ2 RNAV Departure. The departure lists the fix ZZZZZ as cross at or below. As monitoring pilot I was waiting for the hand off from Tower to Departure. Tower was busy handling other aircraft, and sometimes they hang on to you a little longer than normal. My mind was fixed on listening for the hand off, and wondering why we didn't get it. Not to mention I am brand new to the aircraft and have not flown much in the last several months. I finally decided to switch to Departure on my own and about that time I noticed the autothrottles retarding. I realized what had happened, the flying pilot had overlooked the level off and we crossed the fix 600-700 feet high. I contacted Departure and we continued the flight without further incident.

## Synopsis

Air Carrier First Officer reported an altitude deviation during departure and cited poor CRM and lack of flying as contributing factors.

ACN: 1772766

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Phase : Taxi

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 3977

Experience.Flight Crew.Last 90 Days : 4

Experience.Flight Crew.Type : 3977

ASRS Report Number.Accession Number : 1772766

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Experience.Flight Crew.Total : 20000

Experience.Flight Crew.Last 90 Days : 100

Experience.Flight Crew.Type : 5000

ASRS Report Number.Accession Number : 1773624

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Ramp  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During my third flight back after a 7 month absence (first flight back into ZZZ), I forgot to call the ramp prior to parking at Gate XXX, one of the exterior gates. I believe ground control cleared us "taxi to the gate" or a similar clearance, and I simply forgot that I was supposed to call Ramp Tower.

## Narrative: 2

Taxed into gate without ramp clearance. The self park was green with wing walkers. It is a short taxi from Runway XXR.

## Synopsis

Air Carrier flight crew reported a ramp incursion and cited lack of flying as a contributing factor.

ACN: 1772754

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Location Of Person.Aircraft : X  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 5752  
Experience.Flight Crew.Last 90 Days : 104  
Experience.Flight Crew.Type : 5752  
ASRS Report Number.Accession Number : 1772754  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Result.General : Release Refused / Aircraft Not Accepted

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

## Narrative: 1

We are supposed to run our [specific equipment] to reduce COVID exposure, yet I was flight planned with [specific equipment] inoperative. When I queried the Dispatcher why it was dispatched that way, his response was "I don't know." I refused the aircraft. After

refusing the airplane the Dispatcher stated [I] was to speak to Flight Operations. The Dispatcher also had me talk to Maintenance to confirm I "understood the nature of the MEL." This sounds a lot like pilot pushing to me.

## Synopsis

Air Carrier Captain refused the aircraft due to a specific equipment MELED inoperative, which is reportedly used to reduce COVID exposure.



ACN: 1772750

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Flight Phase.Other

## Person

Location Of Person : Hangar / Base

Location In Aircraft.Other

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 5482.13

Experience.Flight Crew.Last 90 Days : 100.3

Experience.Flight Crew.Type : 3228.93

ASRS Report Number.Accession Number : 1772750

Human Factors : Time Pressure

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : N

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Arrived at appropriate report time. Flight planned and then proceeded to COVID test site. Test extremely unpleasant. Results took XX minutes. Had to call Operations and delay the flight, fortunately a cargo flight today, so no passenger connection issues. Departure was

XY minutes late. This could result in crews rushing in the future. Please have someone review testing procedures and timeliness of receiving results. Forward as you see fit.

## Synopsis

Air Carrier Captain reported the time required for the COVID-19 test delayed the departure of their flight.

ACN: 1772737

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 31000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 7

ASRS Report Number.Accession Number : 1772737

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I signed in to work, and went to get the person out of positions at Sector X. The CPC who was working had just gotten someone else out 5 minutes earlier, which added to the confusion in my opinion. During all of this, I was not wearing my eyeglasses because they fog up badly when I wear a mask for COVID. I received a quick briefing, and during the briefing, I vaguely heard Sector Y tell the Controller who was working to "start the Aircraft X down to FL310." Then I recall hearing a straight descent to FL310. I was unable to really scan accurately because I could not see any data blocks. Anyways, the briefing completes, and I sit down and put my glasses on and start working and scanning. I answer a landline call or two, issue a few clearances, then look at Aircraft X who was now FL390 for FL310. I notice that it looks like it will be close with an aircraft level at FL350; so I call Sector Y and asked them what they want me to do with the two planes and that I had just sat down. After some back and forth, they told me to stop the guy at FL360. Well, the first Controller at Sector X should have never given a pilot's discretion clearance to FL250. Secondly, we're supposed to comply with the SOP with ZZZ Center Sector Y, which would have the Aircraft X crossing the boundary AOB FL310; this was never done. I believe all of the relief briefings had a part to play with the lack of communication in this scenario. Another aspect which compounded this all is that I wasn't able to wear my glasses due to the fogging up issue. I wasn't able to properly scan before I really sat down because I trust the members on my crew.

## Synopsis

Center Controller reported a near loss of separation and cited fogged up glasses due to wearing a face mask and poor coordination during a controller switch contributed to the event.

ACN: 1772679

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1772679

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Taxi

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I did not remove my mask to during demo to show oxygen mask use because passenger in X1, was eating and I cannot socially distance while he was not wearing a mask. I did not feel safe removing my mask because of risk of COVID exposure. He wasn't wearing a mask while I was in close proximity to him. I recommend not removing face mask during oxygen demo. We touch shared safety cards in the seat back for the demo and then directly touch our masks to remove to demo the oxygen mask. There is no opportunity to sanitize in between touching dirty, shared items before touching our masks which are

supposed to be done with clean hands. This is unsafe during a pandemic and can spread COVID.

## Synopsis

Flight Attendant reported not removing the face mask during the safety demonstration due to the close proximity of a passenger with face mask off while eating.

ACN: 1772669

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1772669

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

After getting on the aircraft to fly, I did all my pre-flight duties including putting my personal luggage away and doing my safety checks. Just before we were ready to board, the flight crew including myself, was notified that someone had tested positive for COVID-19 from the inbound flight. We were later told that it was a passenger who tested positive for COVID-19. After waiting and many phone calls by the ground management as well as the pilots, it was decided ground personnel would clean the area where the customer had sat more thoroughly than just the tray table areas. The passenger was said to have been sitting in row X that tested positive. The cleaning personnel who wipe down the areas cleaned row X and the surrounding 6 rows behind it as a precaution. They then did it again because the cleaning solution being used says on the directions that it must sit for at least XX minutes on the surfaces being cleaned to properly be effective. Once the cleaning process was finished and completed, we boarded the flight and went on our way. The safety concern here is that there is no protocol for this exact situation and possible exposure. Our whole working crew and whatever ground personnel who entered the plane post flight are possibly exposed to this virus. I personally work in the affected area of the row. I sat in the row waiting for answers as to the protocols on what we were to do next. I touched all overhead bins around row X, the bathroom, bulkhead working station, and all surrounding areas that all could have been affected by this customer who tested positive. It's also not known if this customer had affected any other parts of the cabin and if this virus is on surfaces of the plane in more than just row X and the area of the aircraft that all the crew had to walk on to get on the aircraft.

## Synopsis

Flight Attendant reported possible COVID-19 exposure from a passenger on the inbound flight. The crew used the same aircraft outbound after being notified of the positive test.



ACN: 1772628

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1772628

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Approximately 3 hours into flight a group of 3 passengers would not comply with the Flight Attendant instructions regarding wearing their face masks. She notified us and we told

Dispatch of the situation and their seat location. Shortly after, they became belligerent to the flight attendants and continued [with] non-compliance. Now they were using foul language and disrupting other passengers. The Captain asked one of the foreign language speaking flight attendants to go try and deescalate the situation but that only made things worse. We looked in the Flight Operations manual and technically this was a threat level 1. We discussed whether should we notify Dispatch and we agreed by the definition it was, but we did not really think this was anything other than a couple of intoxicated passengers. The Captain got on the PA and addressed the cabin of the importance of wearing the mask. After this announcement we had no further trouble with these passengers. They apologized to the Flight Attendant as they exited the plane in ZZZ. Mask requirements in cabin, possible intoxication, lack of respect for airline rules. As soon as the Captain made the announcement this problem went away. Maybe we should have tried that sooner.

## Synopsis

Air Carrier First Officer reported 3 passengers would not comply with the face mask policy during flight and became belligerent toward the flight attendants.

ACN: 1772599

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 11000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class E : ZZZ1

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Flight Phase : Initial Climb

## Person

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1.5

ASRS Report Number.Accession Number : 1772599

Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

Miss Distance.Horizontal : 15153.6

Miss Distance.Vertical : 800

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

### Narrative: 1

I was working all positions combined in RADAR. Traffic started to pick up far more than what we have had over the past few months due to COVID. Aircraft Y was level at 10k westbound and Aircraft X was east, inbound ZZZ out of 11 for 2500. I saw the traffic and turned Aircraft X 15 degrees left to maintain separation from Aircraft Y. I thought the turn would have been enough for 3 miles and degrees of divergence but ended up not being so. At the closest point I had 2.87 laterally and 800 ft. We went from a slow COVID season to busier than normal with a lot of crossing traffic.

### Synopsis

TRACON Controller reported a loss of separation.

ACN: 1772596

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 5500

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class B : ZZZ

## Person

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 4

ASRS Report Number.Accession Number : 1772596

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Automation : Air Traffic Control  
Detector.Person : Air Traffic Control  
Miss Distance.Horizontal : 8976  
Miss Distance.Vertical : 500  
When Detected : In-flight

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

I was working Position X with numerous runway restrictions. Due to taxiway and runway closures we were running 4-8 MIT (Mile in Trail) to our runways we utilize except for Runway XXL which was normal. Due to these restrictions, over feeding an arrival controller happens quickly unless you build space by vectoring and speed reductions. Although this is necessary almost every push now, you begin to get backed up and run out of airspace. ZZZ [TRACON] already does not have much airspace and when you vector almost an entire base leg that is entering the metroplex airspace it becomes congested rather quickly. I was utilizing Runway YJR for as many aircraft that I could from the ZZZ1 Center, Position Y sector. We have had issues getting our spacing from this sector so we have to start taking aircraft off of the arrivals and slow them to make it work. I had assigned Aircraft X, Runway XXC because he was too close to the proceeding aircraft to land Runway YJR. The Controller working Runway XXC was already turning a 25 mile final so I vectored Aircraft X 130 [heading] down the Runway YJR final descending to 5,000 to put them in the downwind. I was also feeding ZZZ2 downwind aircraft to Runway YJR if I had gaps. Aircraft Y was one of these aircraft and turned to a 310 descending to 060 for right downwind to Runway YJR. I kept working and noticed the CA on both aircraft and immediately intervened by climbing and turning away Aircraft X. Aircraft Y also got a descent to 4,000. Closest proximity was 500 FT and 1.7 miles. I was in my airspace the entire time but the controller working YJR was so busy that he did not see my aircraft descending to 5,000. Aircraft X was not in a good place to begin with. I usually stop these vectored aircraft at 7,000 so I assume the other Controller was just not expecting anyone there at 5,000. We have an incredible amount of traffic with very little staffing. We should certainly keep the staffing the way it is for COVID-19 for the safety of the facility personnel. The issue is the amount of concrete we have at ZZZ available to us. We are constantly doing things out of the norm that could potentially cause an error. I could have handled this better by stopping at 7,000 or 8,000.

## Synopsis

TRACON Controller reported a loss of separation and cited traffic volume and staffing issues as contributing factors.

ACN: 1772532

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Deplaning

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1772532

Human Factors : Physiological - Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Detector.Person : Flight Attendant

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I have been having severe headaches after flying lately. Being masked on an airplane and duty day that are now on average 10-15 hours a day. I had a deadhead recently and wore an oxygen sensor from start to finish. My oxygen in the hotel was 99/98 on the pulse oximeter. During the flight from ZZZ to ZZZ1 I wore it the whole time. My oxygen was between 89 and 94 the whole way until landing. It then was back up to 98, 20 minutes after landing. It is a fact that extra oxygen is pumped into hospital rooms during long surgeries because the doctors are masked. I feel this shows that lack of oxygen, just on 1 flight is proving how I'm getting my headaches, let alone being masked as well. I have never felt more unsafe flying than I have since having to wear masks.

## Synopsis

Flight Attendant reported the requirement to wear a mask during flights is resulting in having low blood oxygen levels and associated headaches.



ACN: 1772527

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Route In Use : Direct

Cabin Lighting : High

## Person

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1772527

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Other / Unknown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During boarding, I was standing in an exit row scanning passengers for meeting the selection criteria to sit there. There was a lot going on in the exit row and I was preoccupied with confirming that two younger passengers met the age requirement and whether another passenger was willing to assist. One of the last passengers to board was holding a really small dog in front of her face and I was concerned with whether or not she was wearing a mask with a valve on it. After she sat in the exit row and I determined she had a mask with a valve and needed to get her a disposable mask, I failed to realize that her dog disqualified her from sitting there because I was distracted by her mask and addressing the other passengers' needs to meet exit seat criteria. I did confirm the other passengers' eligibility and briefed the exit row passengers, but during cruise, the B Flight Attendant notified me there was a passenger with a dog in the exit row. I was shocked to realize my mistake and immediately moved the passenger to an empty seat behind the exit row, so the passengers met the exit seat criteria for final descent. Focus my attention on scanning each passenger again for selection criteria prior to briefing and really check on their laps and under their seats for pets. Have the B or D Flight Attendant cross check exit row passenger selection criteria after boarding is complete. Ensure the operations agent gives out disposable masks to passengers with valves prior to boarding, so flight attendants can focus more on other safety precautions. Have operations agent notify any passengers with pets that they cannot occupy an exit seat as they scan their boarding pass.

## Synopsis

Flight Attendant reported a passenger with a dog was seated in the exit row; however, the flight attendant did not recognize this due to being distracted with the passenger's face mask non-compliance.

ACN: 1772450

## Time / Day

Date : 202011

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1772450

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Ground Personnel

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

The employee buses that service the X lot have become severely overcrowded with all seats being used as well as people standing in the aisle. The bus schedule has changed which has reduced the frequency of trips to and from the lot and terminal. Signs were posted on the insides of the bus stating the bus can carry an occupancy of XX people which does not allow any of us to social distance at all. The COVID-19 virus is spiking quickly in recent weeks, forcing the state's Governor to mandate a curfew in ZZZ, along with early closings of businesses and a mandate which limits a gathering of only 10 people in a home dwelling. So why are we allowed to pack our buses and put our lives and our families lives in jeopardy of contracting this virus? This is unacceptable! Safety should always be our first concern and it has clearly been tossed away.

## Synopsis

Ground employee reported the employee bus is overcrowded with all seats taken and passengers standing making social distancing impossible.

ACN: 1772445

## Time / Day

Date : 202011

## Place

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

## Aircraft

Reference : X  
Make Model Name : No Aircraft

## Person

Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Ground Personnel : Other / Unknown  
ASRS Report Number.Accession Number : 1772445

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Ground Personnel

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

There is no social distancing and people consistently [are] not wearing their masks properly. Management [is] making no attempt to keep lobby staff safe from COVID-19. There is no organization, customers don't know where to go, or what to do.

## Synopsis

Ground employee reported individuals are not properly social distancing, nor adhering to face mask policy in the airport lobby environment.

ACN: 1772439

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 7955

Experience.Flight Crew.Last 90 Days : 89

Experience.Flight Crew.Type : 7955

ASRS Report Number.Accession Number : 1772439

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I am in the ZZZ pilot crew room lounge area. There are greater than 12 pilots not wearing masks. Approximately 8-9 at the table area and another 5 at the recliners/lounge area. I thought wearing a mask is required. I just heard a PA announcement upstairs in the terminal that says masks are required inside the terminal. Don't you have cameras down here? This is a blatant disregard for the face mask and social distancing policy!! I guess I have to leave because I don't want to be down here.

## Synopsis

Air Carrier First Officer reported pilots are not adhering to face mask policy in the crew lounge area.

ACN: 1772421

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 23000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Fractional

Make Model Name : Medium Transport

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Make Model Name : UAV: Unpiloted Aerial Vehicle

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class E : ZZZ

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Function.Air Traffic Control : Instructor

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 10

ASRS Report Number.Accession Number : 1772421

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Human-Machine Interface

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
Result.Air Traffic Control : Provided Assistance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

I was training my trainee at Sector X only. We had all of the airspace combined as well due to COVID traffic (normal). My trainee pointed out Aircraft Y to Sector Y in ZZZZ center. They were combined with Sector Z as well. They approved the point out on Aircraft Y and then started a hand off on an aircraft we did not know about or see yet (Aircraft X). Neither of us said anything because we did not know what aircraft [in] Sector Y was talking about. After about 3, 4 seconds of silence from my trainee, Sector Y said "disregard." So we never took the hand off. A couple minutes later, Aircraft X checked on out of about 160 for FL230. Sector A airspace was hot FL180 - FL230 with 4 drones delaying. There was no data block displayed, but we eventually found the limited data block and pulled it up and stole track control and immediately my trainee told Aircraft X to descend and maintain 170 to miss the airspace. Prior to stealing the track, the status of who had track control was listed "Unknown." My trainee said it was OK if he was already above 170, but to descend anyways. He was climbing really well and got up to about 185 before starting back down. Aircraft X may have clipped the Sector A airspace for a hit or two while descending. Safety was never compromised because we had clear radar on all 4 other type aircraft and the closest one was well south of where Aircraft X was 15-20 miles. I would have intervened if safety was at risk and vectored the aircraft away from danger. Just [need] better coordination and more timely hand off from the north. Maybe a heads up prior to departure on ZZZZ departures entering our airspace due to proximity to our airspace.

## Synopsis

Center Controller reported a hand off issue with adjacent airspace resulting in an airspace violation.

ACN: 1772417

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 16000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Military

Make Model Name : Military

Crew Size.Number Of Crew : 5

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase : Descent

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Make Model Name : Military

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Training

Flight Phase : Cruise

Airspace.Class E : ZZZ

## Aircraft : 3

Reference : Z

ATC / Advisory.Center : ZZZ

Aircraft Operator : Military

Make Model Name : Military

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Training

Flight Phase : Cruise

Airspace.Class E : ZZZ

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Handoff / Assist

Function.Air Traffic Control : Enroute



Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 13.5  
ASRS Report Number.Accession Number : 1772417  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Automation : Air Traffic Control  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

I was paged back to work the D side on Sector X to assist the Radar Controller. The previous evening we were told that we had to take over ZZZ TRACON airspace because they had too many COVID cases to staff it properly. We have been working without any clear guidelines and it feels like every shift when we come in we get new information about what we're gonna do and how to work aircraft in and out of this airspace without any training. While having to work Sector X and ZZZ TRACON airspace, he got request from Aircraft X to do a flyby at Park X and University X. He then started getting requests from Aircraft Y and Aircraft Z to also do those without any flight plans. Controller Y was working a light to moderate workload until all of these requests came in. Because we had no information about the flybys, (there was actual information offered to ZZZ TRACON, but they did not share it until we complained). This session became extremely confusing. I was attempting to coordinate with ZZZ Tower about them coming in bound, but they were staying above their space. Our side kept giving them communication changes over to the Tower and then they were being sent back. Luckily no incident occurred but this made for an extremely high workload and high stress scenario. Because of the confusion at the sector I had a very difficult time even being able to help from the D side. The more information we have ahead of time the better. But having zero information was really difficult to manage with the increased workload of our own airspace and TRACON's as well. The coordination between TRACON and our Center requiring that we take over this airspace for two weeks has been very poor. The supervisors and operation manager on duty have attempted to coordinate for us, but with every day I walk in, we get new information about how we have to change what we had done the day before or what we were doing was wrong. This also leads to controllers in charge being responsible for the area much more this week than normal. We needed the support of our airspace and procedures staff to step in and get some coordination done to give us clear guidance as to what we should be doing because our LOA with TRACON does not clearly cover how we take over their space. There's been confusion all week as to whether they are Class C surface area or a Class D. Also, they have a waiver to be within 1 mile of a restricted airspace RXXXX while fixed wing aircraft are in the space. They've been in there operating

all week long while we've been doing mostly visual approaches but sometimes IFR approaches. But apparently some of the IFR approaches are not separated from the restricted airspace. Which creates a very unsafe situation for us to take over the space with no training. We also need any of the flyby information passed to us. We now have that information, but we didn't until date, one week after taking over their airspace. If we had the information about the flyover, the session would not have been nearly as stressful and confusing. And my XX years here I've never been so confused on sector. Luckily, he was not overwhelmingly busy with his other traffic.

## Synopsis

Center Controller reported confusion with taking over a TRACON's airspace and difficulty with coordination with Tower on how to handle some flights.

ACN: 1772411

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 9000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Make Model Name : Small Aircraft

Flight Plan : IFR

Flight Phase : Climb

Airspace.Class E : ZZZ

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 9

Experience.Air Traffic Control.Time Certified In Pos 1 (mon) : 3

ASRS Report Number.Accession Number : 1772411

Human Factors : Workload

Human Factors : Time Pressure

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Automation : Air Traffic Control

Detector.Person : Air Traffic Control

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

Aircraft X was climbing out of 5,000 feet for 10,000 feet. Aircraft Y was 25 NM NW and level at 9,000 feet SE bound. The sectors were combined and busy with a full workload including practice approaches on the north side of the sector configuration, with multiple in-bounds as well as terminal arrival and departure traffic. Aircraft X initially had a good climb rate which declined with altitude, and became traffic for Aircraft Y. The two aircraft were opposite directions and at around 7 miles apart Aircraft X was only at 8,300 feet and climbing and would not top Aircraft Y at 9,000 feet. Traffic alert was issued to Aircraft X and given a 30 degree turn to the right and a descent to 8,000 feet. Traffic was issued to Aircraft Y and a climb to 10,000 feet. Aircraft Y reported Aircraft X in sight and was instructed to maintain visual separation and to climb and maintain 10,000 feet. To my knowledge separation was never lost but was close. Due to very short staffing, along with COVID-19 scheduling this makes it hard to mitigate busy traffic by splitting sectors in the optimal efficiency of running the NAS. Other issues that could have been preventive, would be the presence of a Supervisor to staff the area when a Supervisor was scheduled for work, however; the Supervisor was on break and a Controller in Charge took the position which greatly hurts the staffing of able bodies to the operation.

## Synopsis

Center Controller reported a possible loss of separation and cited COVID-19 related staffing issues as a contributing factor.

ACN: 1772351

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1772351

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

When Detected : Aircraft In Service At Gate

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

This flight was designated as a quick turn. Once cleaners were off the aircraft flight attendants boarded and less than 30 seconds later three members of management were

asking the crew if we can board the customers that were shoulder to shoulder with poor ventilation and no signs of social distancing on the jet bridge. I understand that safety checks must be done before door closure. It is extremely difficult to do safety checks during the boarding process of a full X type aircraft with the added pressure of the three members of management standing outside the boarding door. An in-flight Supervisor was standing in front of the flight attendant jump-seat, at door one left during the boarding, to have a look at the boarding process and kept asking how the overhead bins looked. As the A Flight Attendant, I discussed this matter with CS and would contact them when bins were getting full. To complicate things, we had an extra pilot doing a check ride so we had a total of three, we also had a maintenance issue with the aircraft and at one time I was pressed against the door at one right, as we had three pilots three mechanics two flight attendants and one in-flight Supervisor standing in the forward part of the plane along with customers boarding . It was clear that everything that happened during the boarding process showed we need to do a better job during this COVID-19 pandemic and the quick turn needs to be updated to reflect that.

## Synopsis

Flight Attendant reported social distancing problems/concerns involving passengers, crew and maintenance personnel during boarding on a quick turn flight.

ACN: 1772336

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 500

## Environment

Weather Elements / Visibility : Windshear

Weather Elements / Visibility : Turbulence

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1772336

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Distraction

Human Factors : Fatigue

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

I was PF and the Captain was PM. We had winds gusting to 190/22G40 knots and low-level wind shear advisories in effect. Around 500 feet or so, I was task saturated just trying to fly the plane and I did not see the altitude. We got a wind shear caution. I said "continuing" and the Captain agreed. He later mentioned he was watching the altitude and we were continuously trending up. We should have used the wind shear escape maneuver according to the SOP. We had wind shear advisories on the first two approaches, had reviewed the SOPs and briefed that with a caution we may choose to continue or perform the wind shear escape maneuver. A warning and we would be getting out of there. We briefed the entire maneuver to ensure it was fresh for both of us and we were clear on our individual roles. Since we briefed on the approach that we would decide with a Caution, it was fresh in our minds. The Captain mentioned in cruise that we should have performed the wind shear escape maneuver because we were departing. Contributing causes, last leg of 4 flying around weather, moderate turbulence all day, almost diverted and had to hold due to weather on last leg, wind shear on approach and flying at night. I am relatively low time ~120 hours in 7 months, an average of 17 hours a month, which has led to poor consolidation of knowledge.

## Synopsis

Air Carrier First Officer reported not following Standard Operating Procedures in a wind shear situation during departure and cited fatigue, weather, and low flight time in the last several months as contributing factors.



ACN: 1772307

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 7000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 115

ASRS Report Number.Accession Number : 1772307

Human Factors : Situational Awareness

## Person : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Last 90 Days : 120  
ASRS Report Number.Accession Number : 1772305  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Time Pressure

## Events

Anomaly.Conflict : Airborne Conflict  
Detector.Automation : Aircraft TA  
Detector.Automation : Aircraft RA  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While departing ZZZ we were cleared up to 7,000 feet and receiving vectors. The First Officer was hand flying and we received a TA alerting us to a crossing aircraft on the arrival that was leveling at 8,000 feet. I told the First Officer I had the traffic in sight, it was no factor and he had already begun leveling off. Due to our light aircraft and high rate of climb an RA was triggered. Since the First Officer was already hand flying and in the process of leveling off we complied with the RA and continued the flight uneventfully. Due to a light aircraft and dense air there was a high rate of climb. The First Officer was hand-flying and slowly leveling off while not busting altitude and triggered an RA.

## Narrative: 2

While departing ZZZ for ZZZ1 we received a TCAS RA. I, the First Officer, was hand-flying and cleared to 7,000 feet MSL. The Captain called traffic in sight as the system said "traffic," so I began to level off, while doing so we received "monitor vertical speed" which I was already doing. This RA was likely triggered due to our light GTOW and high rate of climb. We continued the flight uneventfully.

## Synopsis

Air Carrier flight crew reported receiving a TCAS RA during departure. The TCAS RA was reportedly due to the aircraft's high rate of climb as a result of having a light gross takeoff weight.

ACN: 1772232

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1772232

Human Factors : Situational Awareness

Human Factors : Troubleshooting

## Person : 2

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1772238

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

The break-room had dividers poorly installed on the round lunch tables, they were just set on the tables and move around freely. The dividers also have many sharp edges on them and someone will end up being injured and or cut on these sharp edges. Along with moving around, our department has actual man-sized employees here and the room that is being given to us to sit and have lunch is the size [for children]. If this ridiculousness continues I feel that the training room needs dividers between all the computers and the break-room computers as well. There also needs to be dividers installed in between the seats along the wall as we cannot afford to remove any of these seats since our break-room is already too small for our size of group. I also feel that our vans and trucks need dividers that we move our employees in since masks are clearly not enough for this very "deadly disease."

## Narrative: 2

As I came to the break-room for lunch I noticed that dividers were installed on our break room tables well after this supposed "pandemic" hit us. Someone with obviously way too much time on their hands thought it prudent to install clear dividers on the tables. If this "pandemic" is so very deadly as the media portrays it to be I suggest very strongly that we need to install these unnecessary dividers in our Super Tugs since we sit much closer in the cab of that than in a break-room for a few minutes while we eat lunch. Anything less than putting dividers is Unacceptable and will show that our lives do not matter to this company and prove that you can put a price on our safety.

## Synopsis

Ground employees reported concerns regarding social distancing protections in their work environment.

ACN: 1772225

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Nav In Use.Localizer/Glideslope/ILS : XXR

Flight Phase : Final Approach

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 9114.88

Experience.Flight Crew.Last 90 Days : 2.45

Experience.Flight Crew.Type : 4493.80

ASRS Report Number.Accession Number : 1772225

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance

Narrative: 1

I had been off from flying since [Month] due to the Covid19 slowdown and my leave over the summer. This was my OE after completing training to get me refreshed and up to speed with line flying. I was definitely a currency and recency of experience threat that was discussed in the cockpit and prior to the top of descent going into ZZZ. After being cleared for the ILS approach to XXR, we were using VNAV and either LOC or LNAV to track the approach course to the runway. There was a lot of haze and smoke from the fires in the area that was obscuring our ability to see the runway. We flew the approach and eventually selected APPR mode on the MCP with approx 5 miles until touch down. Approach told us to contact tower around the Final Approach Fix. I was almost exclusively focused on flying and failed to cross-check the Captain to make sure he contacted Tower for our landing clearance. Even at the 1,000 foot call, I thought we were most likely cleared to land, and I was so focused flying that I didn't suggest the Captain query ATC. Poor workload management on my behalf. I felt very compressed as the work load increased. I flew a stabilized SOP ILS approach and landed uneventfully on XXR. Upon contacting Ground Control we realized that Tower was never contacted and clearance to land was never received. Ground Control made no mention of this failure and cleared us to our gate.

## Synopsis

Air carrier First Officer reported that the crew landed without a clearance after forgetting to contact Tower. The First Officer cited poor workload management and lack of recent flying as contributing factors.

ACN: 1772192

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 5

ASRS Report Number.Accession Number : 1772192

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Workload

Human Factors : Time Pressure

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Air Traffic Control

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Manuals

Primary Problem : Environment - Non Weather Related

## Narrative: 1

ZZZ was going ATC zero for a cleaning due to coronavirus. We had aircraft still in our airspace at the time of the scheduled cleaning. We were advised by management to terminate radar and to flash the aircraft to the next facility or sector that they would be

entering next. Fellow controllers later told us that we couldn't do this, but no official guidance from the FAA has been given to us on what the proper way was to handle this.

## Synopsis

Center Controller reported there was no official FAA guidance regarding how to handle traffic in the airspace when the facility went ATC zero for COVID-19 cleaning.



ACN: 1772159

## Time / Day

Date : 202011

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 100

Relative Position.Distance.Nautical Miles : 8

Altitude.MSL.Single Value : 2200

## Environment

Flight Conditions : Marginal

Weather Elements / Visibility : Icing

Weather Elements / Visibility : Turbulence

Weather Elements / Visibility.Visibility : 10

Ceiling.Single Value : 4400

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Final Approach

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 660

Experience.Flight Crew.Last 90 Days : 6

Experience.Flight Crew.Type : 525

ASRS Report Number.Accession Number : 1772159

Human Factors : Situational Awareness

Human Factors : Training / Qualification

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

I had just descended through IMC and was worried about the potential icing and high winds. I hand flew the approach and due in part to lack of recent experience (rustiness due to 2020/COVID), I inadvertently descended to ~2,100 feet MSL between ZZZZZ (IF) and ZZZZZ1 (FAF) on the RNAV XX approach into ZZZ, about 200 feet lower than the 2,300 feet minimums. I recognized my error and climbed back to 2,300 feet by ZZZZZ1 then continued to an uneventful landing. I should not have hand flown the approach given my rustiness--despite having done well in an IPC (Instrument Proficiency Check) a week or so ago--as I was preoccupied with studying wings for evidence of icing in the fast approaching twilight/dusk, and I was fighting strong winds that had me watching airspeed more than altitude. All in all, it was 100% my fault and reemphasized to me that currency does not equal proficiency.

## Synopsis

GA pilot reported an altitude excursion during approach and cited lack of recent flying as a contributing factor.

ACN: 1772140

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Airframe

Qualification.Maintenance : Powerplant

ASRS Report Number.Accession Number : 1772140

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected : Aircraft In Service At Gate

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

After [working] on Aircraft X, returned to shop to research history on item. Upon return to aircraft ramp had removed the crew stairs from Gate X to Gate Y for next inbound flight. After arrival of inbound Flight ABB Gate Y, could not return to Flight CBBD, Gate X, until crew stairs were returned.

Need to have 2 crew stairs so AMT is not split between gates. Normal staffing is 2 AMT's for shift, but one AMT was out sick with COVID-19. Operations could have allowed more ground time by tail swapping aircraft.

## Synopsis

Technician reported not having enough air stairs and having to wait to accomplish a task.

ACN: 1772117

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1772117

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Passenger

Were Passengers Involved In Event : Y

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

During deplaning passenger sitting in [seat] X1 complained that the passenger in [seat] Y5 had not been wearing [a] mask, which I did not observe during my walk through.

## Synopsis

Flight Attendant reported a passenger stated that another passenger had not been wearing a mask.

ACN: 1772112

## Time / Day

Date : 202011

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1772112  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Workload  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Passenger  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Passenger in seat X failed to comply with crew member instructions on wearing a facial covering at all times in flight, other than eating or drinking. Passenger created a

disturbance around him and made fellow passengers extremely uncomfortable. All passengers and myself were and are concerned about COVID exposure.

## Synopsis

Flight Attendant reported a passenger was not compliant with face mask policy.



ACN: 1772104

## Time / Day

Date : 202011

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise

## Component

Aircraft Component : Air Conditioning and Pressurization Pack  
Aircraft Reference : X  
Problem : Failed

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1772104  
Human Factors : Distraction  
Human Factors : Physiological - Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

Approximately 8 hours into our flight, my ears started to block. I swallowed to clear them, but it came back repeatedly. I spoke with 3 other flight attendants and they said they had the same symptoms. I called the cockpit and talked with the flight crew about the situation. They informed me that everything checked out all right. We were informed about a "PAC" being "out" during the Captain to crew, pre-flight briefing. I questioned flight crew if this had anything to do with our ears being blocked. Captain told me that the PAC that was out was like having a "spare tire." I questioned him because he informed the

crew that the temperature in the cabin might be a problem. I asked him if the PAC situation had anything to do with air circulation or filtration, due to COVID transmittal. He said it was not going to affect the pressurization, air circulation or filtration. The ear blockage lasted for 15-20 minutes and didn't return the rest of the flight. Captain asked if we needed MedLink and we declined.

## Synopsis

Flight Attendant reported having ear blockage problems during flight and questioned if it had to do with one Pack being "out."

ACN: 1771985

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 106

Relative Position.Distance.Nautical Miles : 10

Altitude.MSL.Single Value : 10000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 5

Light : Daylight

Ceiling.Single Value : 5000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Nav In Use : FMS Or FMC

Route In Use.SID : ZZZZZX

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1771985

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 13300  
Experience.Flight Crew.Last 90 Days : 120  
Experience.Flight Crew.Type : 120  
ASRS Report Number.Accession Number : 1771989  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were assigned the ZZZZX RNAV departure off Runway X at ZZZ. The clearance was to climb via the SID, top altitude of FL230 was set in the MCP. All the fixes and altitude restrictions were correct in the FMC, I was the PM, the airplane was light, so we had a good climb rate. The PF was hand flying as we approached the first fix which has a crossing restriction of at or below 10,000. LNAV/VNAV and VNAV PTH was selected. Close to the first fix the PF called for the autopilot as the airplane started its turn to cross the fix that placed the sun directly into our face which affected our visibility. As I turned my head to get my sunshade, ATC asked if we were going to stop at 10,000 feet, we got as high as 10,300 the PF turned the autopilot off and went down to 10,000. In this situation I think turning the autopilot on earlier would have helped. Also anticipating the sun and take steps earlier to mitigate the effects of the sun would have helped us to maintain better situational awareness.

## Narrative: 2

Our departure SID was the ZZZZX. Our departure plan was for Runway YYR per the ATIS. During taxiout our runway assignment was changed to Runway X with the same SID. My First Officer ran the runway change checklist and briefed me on the changes to the SID departing Runway X. During the climbout I called for the autopilot sometime prior to 10,000 feet. There is a fix named ZZZZ that has a crossing altitude of 10,000 or below. Our automation level was LNAV/VNAV with the autopilot engaged. Approaching 10,000 feet I noticed that the FMA went to VNAV PTH. About that time, I also got a face full of morning sunrise. It briefly made it hard to see and I had not deployed my sunshade or put on my sunglasses yet. When my vision adjusted to the glare of the sun I noticed that the aircraft did not level at 10,000 feet. It overshoot the altitude by 300 feet. I disengaged the autopilot and returned to 10,000 feet. The Controller did query us on our altitude during the overshoot. One other piece of useful information is that the aircraft was very light. I'm wondering if the system was respecting a G-Load vs. an altitude because I

have no other explanation as to why it did not level at 10,000 feet. Factors that I feel contributed to this event were the runway change on the ground, high airport elevation, sunrise, fatigue and maybe our light weight. Next time I will not accept the immediate line up and wait from ATC. Instead I would re-brief the SID so that my situational awareness would be better.

## Synopsis

Air carrier flight crew reported an altitude deviation during departure.

ACN: 1771977

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1771977

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

I was originally told by the company none of my sick time would be used if I needed [it] due [to] contraction [of] COVID. My sick time has not been replenished. Due to this policy now, there has been talk in our breakroom that if someone contracts COVID [they] will not inform the company and will come to work potentially infecting coworkers. So the possibility of our work area becoming a safety hazard is dangerously probable. The company should do the right [thing] during this pandemic and do their part to keep employees and customers safe.

## Synopsis

Ground employee reported concerns with COVID-19 sick leave related policies.

ACN: 1771963

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase.Other

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 3609.38

Experience.Flight Crew.Last 90 Days : 148.12

Experience.Flight Crew.Type : 3609.38

ASRS Report Number.Accession Number : 1771963

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

The procedure for screening crewmembers at ZZZ KCM [Known Crew Members] allows for social distancing, if the crewmembers follow it, right up to the actual point of screening. There are 2 screeners/podiums, which is great and efficient, but they are located within

inches of each other. The screeners keep waving people forward to move the line, but this requires standing within a few inches of the person you were just trying to distance from.

When I mentioned this to the screener he offered to send me back into the line, which I declined.

## Synopsis

Air carrier Captain reported social distancing concerns during TSA screening.



ACN: 1771961

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 2908

Experience.Flight Crew.Last 90 Days : 24

Experience.Flight Crew.Type : 140

ASRS Report Number.Accession Number : 1771961

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

At trip report I looked at the pilot bulletin for temperature check instructions at ZZZ. Trip report time was XA:00L and according to the bulletin it would be accomplished at the departure gate for the time frame. I proceeded to the departure gate and upon arrival

asked the gate agent about getting a temperature check. The agent said no one was there to do it and they don't do it. I was unable to get a temperature check.

## Synopsis

Air carrier First Officer reported not being able to get a temperature check at the departure gate.

ACN: 1771957

## Time / Day

Date : 202011

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 10435

Experience.Flight Crew.Last 90 Days : 32

Experience.Flight Crew.Type : 10435

ASRS Report Number.Accession Number : 1771957

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway

Detector.Person : Other Person  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Upon arrival to Gate X in ZZZ we were asked to call OPS. The Captain called them and we were reminded that we should call ramp before entering the ramp next time. I couldn't believe that I had made such a mistake after over XXXXX hours on the fleet and almost XX years of flying at the company with many many ZZZ arrivals. I looked at the Captain and I said, "I am sorry I have no excuse," which is how I felt. I then called the ramp and apologized. I called them on the frequency that I had set on stby at Comm 2 prior to the top of descend when I was setting up for our arrival to ZZZ. As we debriefed I started questioning the why of my mistake and I realize that I am taking for granted my lack of situational awareness as a result of my 7 month absence from flying.

When I went to ZZZ1 I was very serious about it, during my OE trip I was still very conscious of my weaknesses because of my lack of recency but now as I am finishing my second trip after OE I feel that "I am back" which obviously I am not. There were a few other threats that contributed to my mistake. We had thoroughly briefed a [Runway] XXL arrival and taxi in but had spent way less time discussing [Runway] XYR. Our set up for XYR and execution was great but created a distraction and increased the workload. We cleared XYR on Taxiway 1, were given instruction to cross XYL on 1 and call Ground. Both myself and the Captain were anticipating taxi via 1, but when I called Ground we were told "Taxi via 2, 3 hold short of 4 and at the half way point on November call Ground at XXX.YY." A lot of information to digest especially if you aren't very familiar with the airport, you have been out for a long time (this is the Captain's first trip after RQ (Recurrent Qualification) training and OE). We were both expecting to go straight on Taxiway 1.

I told the Captain to stop. Which he very nicely did as he was also figuring out that we were not suppose to continue on 1. The Captain taxied as instructed, I called Ground Control and was told to taxi via 3, 4 to the gate. After making the turn on 4 we were instructed to give way to opposite direction traffic on 4 that was turning on 5. We then were told to turn right on 5 and continue via 6 to the gate. As I am debriefing this I realized that ZZZ unlike ZZZ1 or ZZZ2 doesn't instruct you to contact ramp. They simply say taxi to the gate/ramp. Finally as we were approaching the gate area I was trying to time my APU start so it is running when we come to a full stop, and I also noticed that there was a lot of vehicle traffic traveling parallel to us and I was a little concerned on whether or not they will stop at X7 for our turn. There was no traffic in the alley and we taxied to Gate X uneventfully.

## Synopsis

Air carrier First Officer reported not contacting the ramp before entering and cited as contributing factors a lack of recent flying and ATC not instructing them to contact ramp.

ACN: 1771951

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 99.23

Experience.Flight Crew.Type : 1668.92

ASRS Report Number.Accession Number : 1771951

Human Factors : Troubleshooting

Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

As the flight progressed, I was made aware that two particular passengers, seated XX5 and XX6, were repeatedly not in compliance with the mask policy. I made the announcement encouraging everyone to wear their masks. Subsequently, the passengers XX5 and XX6, failed to comply and attempted to use "Active eating and drinking" as an excuse not to wear the mask. The purser advised me that they were non-compliant for most of the X+ hour flight, so I forwarded their names and seat numbers to Dispatch to support the flight attendants and to document the passengers' non-compliance so that company can evaluate whether they be allowed future travel. The customers were met by Customer Service representatives upon arrival in ZZZ.

## Synopsis

Air carrier Captain reported two passengers were not complaint with face mask policy during flight.

ACN: 1771924

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 10000

## Environment

Flight Conditions : IMC

Weather Elements / Visibility : Thunderstorm

Weather Elements / Visibility : Rain

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 10682

Experience.Flight Crew.Last 90 Days : 48

Experience.Flight Crew.Type : 3741

ASRS Report Number.Accession Number : 1771924

Human Factors : Distraction

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 10682  
Experience.Flight Crew.Last 90 Days : 49  
Experience.Flight Crew.Type : 3741  
ASRS Report Number.Accession Number : 1771944  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

We exceeded 250 knots below 10,000 and were on speed by 9,600. I (PM) was looking at weather and the STAR and when I went to monitor the aircraft displays I noticed we were doing 300 knots at about 9,760 feet. I said check speed and the PF disengaged the autopilot, reduced power, deployed speed brakes, and leveled off. He had the speed window open and we both failed to monitor the speed window. He is very good about VVM (Verbalize, Verify, Monitor) and not doing something without informing the PM, so I feel I'm just as much responsible for the incident. I believe the speed window was open from a previous instruction from a Controller.

## Narrative: 2

On the ZZZZX south of ZZZZ [Intersection], we exceeded 250 knots below 10,000 feet.

ATC had originally asked us to cross ZZZZ at 15,000 feet leaving us high for the next restriction (ZZZZ1 at 8,000 feet and 250 knots). I was using speed intervene (300 knots) and flight spoilers to make the anticipated restrictions at ZZZZ1 while descending from 15,000 feet. The FMA switched from VNAV SPD to VNAV PATH at approximately 12,500 feet. At this point, I began focusing more attention on small build-ups and ensuring the flight attendants were seated. Upon crossing 10,000 feet, the PM called out "speed" and we quickly corrected to 250 knots by 9,650 feet. ATC passed us off to Approach without commenting about the speed deviation.



The FO did a great job as the PM. However, we did debrief that, despite verbalizing the use of speed intervene, we ended up below 10,000 feet above 250 knots. The error is mine and I own that, but recency of experience may have been contributory as well.

## Synopsis

Air carrier flight crew reported a speed violation below 10,000 feet.

ACN: 1771879

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 2500

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : FBO

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase : Descent

Route In Use.Other

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : FBO

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase : Cruise

Route In Use.Other

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Developmental

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 2

ASRS Report Number.Accession Number : 1771879

Human Factors : Training / Qualification

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was training on the X Scope and traffic volume was fairly high compared to the previous several weeks. ZZZ was landing Runway X and ZZZ1 Runway Y Right, making for a complex approach pattern. Aircraft Y was NW bound toward ZZZZZ, the South fix for RNAV X approach at ZZZ level at 030. Aircraft X was on the Localizer Y Right approach at ZZZ1 east of ZZZZZ1, descending out of 030 for 020, not cleared for the approach. The close proximity was recognized as Aircraft X (now at 025, still descending) was established on the localizer and Aircraft Y (still level at 030) was approximately 1 NM away from ZZZZZ, the situation was recognized just as 3 mile separation was lost. I turned Aircraft X to a 180 HDG as they were out of 022 for 020 to avoid a further loss of separation.

Aircraft X was slow to descend and I did not recognize the altitude in sufficient time.

Training has been intermittent for a long time due to the COVID situation. Also, unusually frequent storms and bad weather had kept traffic volume low for the past few weeks, keeping training complexity low as well. Today presented lots of training and volume, I was getting tired due to not being conditioned for constant traffic and lost focus. I would [recommend that I] recognize my own fatigue and ask for training or to work a slower or less complex position for a mid day break or to change things up.

## Synopsis

TRACON Developmental reported a loss of separation and cited lack of training in high traffic volume as a contributing factor.

ACN: 1771799

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Personal

Flight Phase.Other

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 77

Experience.Flight Crew.Last 90 Days : 1.5

Experience.Flight Crew.Type : 77

ASRS Report Number.Accession Number : 1771799

Human Factors : Training / Qualification

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

After completing a flight with a passenger and entering the flight into my logbook, I realized I had only 2 takeoffs and landings within the last 90 days and was not compliant with FAR 61.57(a). Prior to the flight that included 2 landings on [date], I had not been flying since March 2020. I think lack of recency led to the mistake. I had not thought of the requirement until after the flight was completed and I was making the logbook entry. As a corrective action for myself, I made a checklist to use before every flight that includes currency requirements to carry passengers in VFR day and VFR night.

## Synopsis

GA pilot reported flying with a passenger, but not being current for takeoffs and landings to do so.

ACN: 1771710

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1771710

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Departure Airport

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

FLT ABC [returned] to ZZZ [after] the First Officer was made aware that he was exposed to an individual that tested positive for COVID, within the COVID threat exposure window. Received an ACARS message to [return] to ZZZ. Returned to ZZZ uneventfully.

## Synopsis

Air carrier Captain reported an air return was made after the First Officer was notified of exposure to someone who had tested positive for COVID-19.

ACN: 1771706

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Relief Pilot

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1771706

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1771714

Human Factors : Communication Breakdown

Human Factors : Training / Qualification



Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.General : Flight Cancelled / Delayed  
Result.Flight Crew : Returned To Gate

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I arrived at the aircraft as relief pilot an hour before takeoff for a cargo flight to ZZZZ. The FO was at the aircraft and had completed much of the cockpit preflight. Because it was a cargo flight I went through the cabin and secured the overhead bins and many of the storage /catering carts. The Captain arrived and we went through the standard cockpit flight preparation prior to departure. After we pushed from the gate and initiated the engine start, I realized I had not done the Pre-Fight Walk Around Inspection. I asked the FO if he had completed it and he said he had not. He thought I was doing that when I was actually securing the cabin for departure. I told the Captain I forgot to do the walk around. The Captain got clearance and we turned around on the ramp and went back into the gate. The Agent came back, hooked up the jet bridge and I went out and completed the walk around inspection. We re-accomplished all the pre-departure checks and ended up departing to ZZZZ about XX minutes late. Most of the delay was a result of getting personnel back to park us and recalling another push crew.

I think that because it was a cargo flight, I was possibly distracted by some non-standard items in the cabin and got out of my habit pattern. Like most of us, I haven't been flying too much but the bottom line is that I simply forgot to do the walk around preflight and realized it after the push.

In the future I will report to the FO that the walk around has been completed and as the FO I will verify with the relief pilot that it has been complete. I have been flying airplanes for XX years and have never forgotten to do a walk around inspection.

## Narrative: 2

During the pushback from the gate, the flight crew realized a communication error occurred resulting in the non completion of the pre-flight walk around duties by a pilot. A return to a gate commenced to complete the required tasks.

Contributing factors may have been one crew member being newly experienced to three-four pilot crew tasks combined with a multi month period of not working.

Making the crew cross information in this specific area a mandatory portion of any preflight operations area briefing, crew text preflight contact, or aircraft boarding process.

## Synopsis

Air carrier Relief Pilot and Captain reported forgetting to do the pre-flight walkaround and cited communication, distraction and lack of recent flying as contributing factors.

ACN: 1771587

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase.Other

## Person

Reference : 1

Location In Aircraft.Other

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1771587

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected.Other

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Forgot to submit my COVID assessment prior to the first leg in the morning. I did the assessment and became distracted through my preparation to begin my day and forgot to submit my COVID assessment. I submitted my assessment once the first flight segment was completed.

[Cause was being] distracted and not following personal reminding procedures.

Maybe there is a way that we can acknowledge that we have performed the COVID

assessment in the same way we acknowledge that we are FIT for Duty. This would make a normal part of the procedures we already have in place.

## Synopsis

Air carrier Captain reported forgetting to submit the COVID assessment form prior to the first leg.

ACN: 1771507

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 10826

Experience.Flight Crew.Last 90 Days : 115

Experience.Flight Crew.Type : 7690

ASRS Report Number.Accession Number : 1771507

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

After all my pre-flight duties were complete, the Flight Attendant offered me a cup of coffee, which I took, and removed my mask to drink it, I'm pretty sure I also removed my mask on flight xxx after all of my pre-flight duties were complete to consume coffee also.

## Synopsis

Air carrier Captain reported removing the face mask to drink coffee after completing pre-flight.

ACN: 1771497

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1771497

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Other / Unknown

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : Work Refused

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

I contacted First Officer X to notify him of my desire to wear masks on the flight deck. The FO replied that he did not want to wear a mask in the cockpit. As per policy we both agreed to contact the Union. The Union notified me that they would contact me. They called me to give me the option to remove myself from the trip either with or without pay. I was informed that I could be removed from the trip by using my vacation time thereby retaining my pay. The other option was to be removed from the trip without pay and suffer no other adverse consequences. Although I did not believe that the offers to remove myself from the trip were fair, I felt compelled to drop the trip because of my desire to

protect myself from potentially being exposed to COVID-19 on the flight deck. The practice of offering crew members the option of taking vacation time is not sustainable. Considering the variables of the extended time COVID-19 may be affecting operations as well as personal choice to refuse mask wearing, one's vacation time could potentially be quickly exhausted. The company mandates pilots that masks be worn in all public places upon reporting to work to include the employee bus, the terminal, and the cabin to protect ourselves and others. This leads me to question why, when COVID-19 cases among pilots are growing, there is no direction strongly encouraging the wearing of masks even when it is not currently FAA directed.

## Synopsis

Air carrier Captain reported the First Officer did not want to wear a mask in the cockpit. The Captain decided due to concerns about exposure to COVID-19, to take the only option given of dropping the trip.



ACN: 1771483

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

ASRS Report Number.Accession Number : 1771483

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Human Factors

## Narrative: 1

As the pandemic is surging to record levels again, I feel compelled to highlight an ongoing and now seemingly institutionally entrenched intentional violation of basic company safety policy regarding mask wear in the ZZZ base pilot lounge. According to the policy letter from management, employees are required to wear face coverings in crew bases whenever not actively eating, drinking, or taking medicine. This does not occur with the vast majority of employees I observe regularly regardless of time of day, number of occupants, lack or not of social distancing, and is an ongoing situation. I have even heard some say they spend more time in the lounge these days in order to avoid the gate/terminal areas where other work group members might express the need for compliance. The ZZZ base pilot lounge is seen by nearly everyone as a "safe space" to

willfully flaunt company face covering policy and could easily end up being a major source of COVID-19 transmission, resulting in increased sick calls, company health expenses, or even employee deaths.

This starts at the top. I can't speak about other bases, but there is no messaging, signage, or even leadership by good example by base leadership for this simplest and most effective of pandemic mitigations. If company policy is meant to actually have a positive effect and not be simply lip service, leadership needs to inform and demand compliance and show leadership by demonstrating compliance. This needs to be standard across ALL employee work spaces and leadership must be held accountable. I refuse to spend any more time than absolutely necessary in my company workspace of the pilot lounge because it jeopardizes my health and that of my co-workers and family.

## Synopsis

Air carrier pilot reported that many employees in the pilot lounge do not comply with company face mask policy.

ACN: 1771477

## Time / Day

Date : 202011

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

ASRS Report Number.Accession Number : 1771477

Human Factors : Confusion

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was in bed sleeping at XA:05am. My scheduled shift for the day was supposed to begin at XE:00L. I received a phone call at XA:05 from my operations manager. He said that this phone call was not a joke and that he needed me to report to work ASAP because the Tower was being evacuated due to a COVID-19 case and the "need for secondary cleaning." I was aware of the fellow colleague who had been out on quarantine. The colleague had last worked a shift on [date] in the Tower. Apparently managers above me had become aware that this colleague had contracted the virus.

A telcon had been convened in the earlier hours of the morning and during that telcon it was determined that cleaning the Tower was necessary due to the COVID case of an employee who hadn't worked in the Tower in over XX days. It was determined that this

cleaning needed to take place ASAP. No regard was given to the fact that the employee hadn't worked for XX days and that controllers had worked in the permanent Tower for close to two weeks.

Even more frustrating was the fact that this cleaning would take place during the busiest and most complex traffic times of the facility. There was no pre-planning for this transition to take place. From the time I was awakened, I was on the phone communicating and preparing for a very complex transition to a temporary Tower. As this was early in the morning, there were almost no resources available to prepare for and to facilitate this transition.

In my opinion, those that made this decision were extremely short-sighted and negligent in considering the impact to the safety of the operation and to those working in the operation. With the help of the ZZZ Airport Manager on Duty and my Operations Manager, I reported alone to a contingency Tower at the terminal at with two portable radios. Prior to leaving the permanent Tower I met with one of the two controllers on duty for the graveyard shift and explained to them the transition. These two controllers stayed beyond the end of their shifts to facilitate the transition. Their actions were exemplary.

By XF:00 am all X controllers who were scheduled to work the day shift were with me in the temporary Tower. I had coordinated with the TRACON to have the Developmental Controller on shift stay in the TRACON to work flight data.

The actions of the controllers that morning were heroic. Working with 3 radios, two telephones, and a few pads of paper and pens. The controllers on shift safely moved the three busiest traffic banks of the day while the permanent Tower was cleaned. I was in awe of their professionalism and commitment to safety. Their expertise was truly heroic.

At XH:00 am Local, the cleaning was completed and we were able to transition to the permanent Tower. As a team we were proud of what we had accomplished in spite of very difficult circumstance.

The timing of this event was horrific. Those who demanded the cleaning take place took no regard for operational safety. There is no reason that after XX days of working in the permanent Tower under possible exposure that it would not have hurt to delay the cleaning until the operation was in a better position to support cleaning. This cleaning should have happened on a mid shift and the facility should have been closed for the duration of the cleaning. I am aware of multiple enroute centers that have been closed for cleaning. The cleaning is always done overnight and there is sufficient traffic management support and communication to the users about the event. This decision to clean the Tower was made in the early hours of the morning and as the one who facilitated the transition I am aware of no support or awareness that come from outside the facility.

In this event I am not aware of any communications to the users that we were in a temporary Tower. This event was mitigated by the expertise of air traffic controllers who have been heroically working for months through this pandemic. They are already working short staffed in less than ideal conditions. Instead of recognizing these circumstances, those on the telcon who mandated the cleaning ignored the safety of the operation.

## Synopsis

Tower Controller reported safety concerns while transitioning to a temporary contingency tower while the permanent tower underwent COVID-19 cleaning procedures during a busy traffic time of day.



ACN: 1771437

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 25000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Corporate

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 4500

Experience.Flight Crew.Last 90 Days : 75

Experience.Flight Crew.Type : 400

ASRS Report Number.Accession Number : 1771437

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Other Person  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was told by our company Chief Pilot, my 61.58 check-ride had lapsed after I had been flying PIC for several flights in our aircraft under Part 91. I was told I had operated the aircraft as PIC outside of my 61.58 requirements. I had received a check-ride which I was told was for my PIC currency under 61.58 with our Chief Pilot/Check Airman. My company says they have no record of a signoff of my completion of the 61.58 flight during my 2 month COVID-19 SFAR put forth by the FAA. I was told by my Chief Pilot I am illegally operating as PIC 3 months after I had been evaluated after the check-ride. My usual check-ride month is X, and fell under the SFAR time period and our training facility was essentially closed due to COVID-19, so an in-house check-ride to satisfy my 61.58 requirements was performed, within the SFAR grace period specifications. Apparently my company never logged/lost the flight training records and put me in a situation where I am in violation of 61.58. In the near future my company is going to perform another in-house check-ride with the same Chief Pilot/Check Airman to satisfy my 61.58 requirements. In the meantime I will not be performing any PIC duties going forward until my new signoff is complete.

I had understood my 61.58 requirements were to be met that day, so I continued to operate our aircraft as PIC under normal circumstances. It wasn't until I was to be contracted out by my company to ferry an aircraft that this clerical error was discovered in my records. I have a log book entry of this flight occurring and there is company records of this flight occurring as well as a training flight.

My company should be held accountable for any issues that arise from this in the future as I performed the check-ride to satisfaction and was under the false assumption that my Check Airman followed through with his paperwork for company records.

Going forward, I will now require a copy of my training record for my own personal files.

## Synopsis

Corporate pilot reported the company lost or misplaced SFAR (Special Federal Aviation Regulation) records of the pilot's completed check ride during this pandemic period.

ACN: 1771408

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1771408

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Physiological - Other

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Flight Attendant (FA) B came to me to let me know that the passenger seated in X1 was repeatedly reminded to put on his mask appropriately over his nose and mouth. He would do it and then later remove it. He was told at least 5 times before the crew let me know



that they had each told the passenger to comply. As the only FA who had not approached the passenger I went up to ask him to comply with our mask policy. After I left the passenger, the crew let me know that he took it off again and that other passengers around him were asking to make sure he was wearing his mask. I then went to grab one of our on board masks and policy document to give to him. When giving him one of our masks he grabbed it, put it on and then closed his eyes and proceeded to go to sleep. I tried to give him an explanation of the policy document but he proceeded to ignore me. After beginning service FA D and FA C saw him again not complying. As a result, the flight deck was notified by FA A of the non-compliant passenger. FA A also went to speak to the passenger one more time to make sure he was aware of our mask policy and what was being provided by the policy document.

Make sure the passenger is spoken to about our mask policy.

## Synopsis

Flight Attendant reported a passenger was not compliant with face mask policy during flight.

ACN: 1771400

## Time / Day

Date : 202011

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Phase : Parked  
Cabin Lighting : High

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1771400  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Pre-flight  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I cannot count how many times recently the pilots are not wearing masks. I was sitting up front for my flight to ZZZ when the flight deck came out of cockpit to find a seat. No one wearing a mask. One was but around his chin. I moved to a different Zone. Then additional pilots came on, no masks. It's either our policy or not. I do not feel it is my place as a FA to point this out to pilots. I know quite a few crews are getting sick. It makes me very uneasy to fly in these conditions. I have family members I return home to. This is not limited to pilots even though it's very prevalent. Some FAs will also take off masks when passengers leave. It is alarming and I feel a very unsafe workplace. We can't have 1/2 the workforce adhering to a serious policy regarding a pandemic and 1/2 not. The

precautions such as masks are only effective if there is 100% compliance. I do not want to wear a mask for hours, sometimes 20+, but I do.

[Cause is a] total disregard for policy and others safety.

Safety and security is either important to the company or not. My suggestion would be a no exceptions policy or we will continue to see a rise in sick flight crews.

## Synopsis

Flight Attendant reported concerns over pilots and flight attendants not adhering to company face mask policy.

ACN: 1771397

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 5000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Turbulence

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Corporate

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Nav In Use : FMS Or FMC

Flight Phase : Climb

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1771397

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

The mission was a short flight. Aircraft was level at 3,000 feet after initial climb when clearance was received to climb to 5,000 feet. I thought I heard 9,000 feet and both of us failed to confirm with each other due to short communication from person in jump seat. I began a rather aggressive climb to exit the turbulence and detected command bars moving downward as I passed 5,100 feet. I reduced power and returned to assigned altitude while verifying clearance. Aircraft reached 5,450 feet. Total time above 5,000 was approximately 8-10 seconds. No communication from ATC or action required.

Due to COVID-19 slowdown I had not flown in 4 weeks and my last flight before that was 5 weeks before that. Clearly flight discipline suffered from lack of recent experience and teamwork. I allowed a distraction to prevent me from completing an altitude readback with PNF and neither one of us performed the "1,000 feet to go" call prior to reaching assigned altitude.

## Synopsis

Corporate Captain reported an altitude deviation during climb and cited lack of flying as a contributing factor.

ACN: 1771278

## Time / Day

Date : 202011

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Dispatch : Dispatcher  
Qualification.Dispatch : Dispatcher  
ASRS Report Number.Accession Number : 1771278  
Human Factors : Distraction  
Human Factors : Time Pressure  
Human Factors : Workload  
Human Factors : Physiological - Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Inflight Event / Encounter : Fuel Issue  
Detector.Person : Dispatch  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

On my turnover to the next shift I realized I had not applied an over-burn to the flight plan. I ran the numbers, contacted the crew and sent them the information as they were already airborne. I told my relief what I was doing.

Busy shift, during the shift we got the second notification in less than a week we were moving from our primary location to our contingency for COVID cleaning. This caused an interruption in flight planning...as I've got immune compromised relatives that I cannot see again until this is resolved. Plus maintenance over flight restrictions on flights...and late inbound flights that require monitoring as soon as they are airborne to fly fast since

they were not planned that way by the day shift. Also, multiple center closures were being announced during the shift...trying to determine if my flights were going to be affected was a concern.

I had the over-burn highlighted with a pink marker on my worksheet...I just got busy and failed to look at it again while trying to determine if we would be landing to the north or south. Sent the crew updated numbers with the burn applied and advised what happened.

## Synopsis

Dispatcher reported incorrect fuel burn numbers were given to a flight crew and cited workload, COVID related cleaning interruptions and ATC closures as contributing factors.

ACN: 1771263

## Time / Day

Date : 202011

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Operating Under FAR Part : Part 121

## Person

Reference : 1  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Dispatch : Dispatcher  
Qualification.Dispatch : Dispatcher  
ASRS Report Number.Accession Number : 1771263  
Human Factors : Workload  
Human Factors : Time Pressure

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Dispatch  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Company Policy

## Narrative: 1

Workload is starting to reach critical mass for the current staffing level. Between normal flights and adhoc; ZZZ desk had 31 flights load up with 15 to release (last week 30 flights with 15 to release). Many flights between the XA00-XB00 hour were sent under the allotted time as stated per the Manual due to the vast geographic area, reroute around storm, numerous domestic flights tagged at the end of international flights, last minute ATC Zero, and COVID cleaning. Other desks are also getting workload saturated due to charters and adhoc. Management was notified last week to evaluate staffing levels and workload.

Suggestions - 1) Increase staffing levels to account for the workload. 2) Keep current staffing level and send domestic legs to the Domestic desk.

## Synopsis

Dispatcher reported concerns with current staffing levels, especially when workload is increased due to weather divers, last minute ATC closures for sanitizing and international plus domestic re-routes.



ACN: 1771103

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1771103

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Company Y is our business partner in ZZZZ and they handle our operation to include ramp functions.

Upon arrival, in pit 1, dirty used gloves and used paper towels were left in the pit. With the rise of COVID cases in ZZZZ1, the Company Y ramp employees are concerned these used gloves and trash may be contagious. This is a repeated occurrence. The ZZZZ1 Team is aware and are doing briefings.

## Synopsis

Ramp employee reported COVID-19 related concerns regarding used gloves and paper towels repeatedly left in aircraft pits.

ACN: 1771094

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 36000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 7438

Experience.Flight Crew.Last 90 Days : 105

Experience.Flight Crew.Type : 7438

ASRS Report Number.Accession Number : 1771094

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Flight Attendant (FA) A called the flight deck to advise Passenger X, seated in X5, was experiencing a skin irritation/allergy that may have been due to the cleaning solutions/disinfectant used on the aircraft interior. Passenger asked if Benadryl cream was available. A FA had a sealed hydrocortisone packet which was given to them by Operations, but to ensure proper action we requested a call into our medical partner to secure authorization going forward.

Captain initiated a Medical patch via Dispatch and relayed the passenger information and asked about best first aid, if any, to provide. Medical recommended Benadryl/Diphenhydramine which is available in the EMK. (Note, both an ampule as well as oral tablet forms of Benadryl are present in the EMK.) Medical felt that would address the passenger discomfort and requested further contact if the situation deteriorated.

While completing the Medical call, a passenger seated next to Passenger X offered some Benadryl hand cream which appeared to resolve the issue. As such no further action by our flight attendants was carried out other than filling out the medical report. The EMK was not opened nor were onboard medical professionals requested. During that process FA A learned the original name she provided the cockpit was erroneous as she assumed the person in seat X5 was the person listed in her PNR. Conversation with Passenger X revealed she was booked in X2 and moved and once notified the Captain relayed the updated name information to Dispatch for the reports.

Flight continued to ZZZ without further incident.

## Synopsis

Air Carrier Captain reported a passenger may have had an allergic reaction to the sanitizing agent used on the aircraft.

ACN: 1770996

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Door Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1770996  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I repeatedly asked Employee X to place his mask over his mouth and nose at least 10 times. Even the Lead Cleaner asked him to comply and he refused. The Captain came off the flight and asked him, he said he can't breathe with it on and still refused to cover his mouth and nose. Then he put it somewhat over his mouth, but would not cover his nose. He totally ignored his Lead Supervisor and both myself and the Captain.

## Synopsis

Flight Attendant reported an aircraft cleaner employee would not comply with face mask policy.

ACN: 1770986

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1770986

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Guest was noted with a vented mask during boarding. I was able to furnish a mask and requested it be place over the vent at the very least, as vents are no longer permitted. Please ensure we are still checking for this situation. It is not fun to be consistently working this problem on board the aircraft. If we are not adhering to this policy can it be amended?

## Synopsis

Flight Attendant reported having to inform a passenger about the no vent mask policy and questioned whether the policy is still being adhered to.

ACN: 1770983

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1770983

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Attendant

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

The sanitizer bottle is kept in the windscreen in front of the X jump seat. On the bottle itself it says, store in a cool dry well ventilated area. If spill or leaks occur ventilate area of leak or spill. Why is this product left on the aircraft? We don't have a well ventilated area. This cleaner is constantly leaking. We are not following the directions on the bottle for safe storage or use.

Find a new cleaner or do not store on the aircraft.



## Synopsis

Flight Attendant reported concerns with storing a bottle of sanitizing agent aboard the aircraft.

ACN: 1770980

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1770980

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passengers in X3, X4 and Y3, Y4 were non-compliant with wearing masks. They kept taking the masks off and we had to give them a warning. The passengers continued to take the face masks off. We told the Captain and he informed Dispatch. We tried to give them a few chances, but they just continued being non-compliant.

## Synopsis

Flight Attendant reported several passengers were non-compliant with face mask policy.

ACN: 1770979

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1770979

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1770985

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### Narrative: 1

Uniformed crew member was reminded by both flight attendants multiple times to comply with our mask policy and keep her mask over both her nose and mouth. At one point FA B walked by her and reminded her politely to wear her mask, it was off at this point, and the employee responded "clearly I'm drinking this water, thank you." Unfortunately the passenger was not drinking water when she was reminded or else FA B would have not said anything to her.

The employee was given a warning at this point, after both FAs reminded her at least one more time. Totalling 6 times she was kindly reminded. The Flight Deck was notified after the warning was given and the passenger complied after the warning was given.

### Narrative: 2

A uniformed flight crew passenger would not comply with our company mask policy for either FA's. We both asked her three times to comply with our mask policy. And our next step was to check one last time to see without asking her again if she complied on her own, and she had not. We then issued her a warning, a fresh mask and ask if she had any more questions or excuses. Then she complied the rest of the flight.

## Synopsis

Air Carrier flight attendants reported a uniformed passenger company employee was non-compliant with face mask policy.

ACN: 1770978

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1770978

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

We swapped airplanes, and during cabin prep for pre-departure I noticed that the R1 door was still armed. I never touched it prior except to pre-flight the slide gage. I immediately dis-armed the door. I turned off the music, and the L1 door had just been closed. We were waiting for them to move the jetway back. As soon as they did that I made the PA to arm doors, cross check and stand by for call. I armed L1 and re-armed R1. I called my FA partner and told her forward doors armed and cross checked. She said aft doors armed and cross checked. I told the Captain cabin secure. After the safety demo I told the FA that the R1 was armed when we got on the plane but didn't notice it until I turned off the music. She said she had seen that before. It made me nervous as to why the last crew did not disarm it. I told the Captain on taxi out that it was armed, I disarmed it and rearmed it when we were supposed to arm it. I asked if there could be a reason why it was never disarmed? The Captain said he would call me during cruise to discuss it. My FA partner lectured me because it was not important to tell the Captain and that it was not a live door. I told her I had been on leave for 7 months, and just wanted to verify that it was OK. The Captain called during cruise. We discussed the door. I told him I noticed it was armed still and had never previously touched it. So it must have never been disarmed from the last crew. I disarmed it, and then rearmed it. He said does it look normal to you? I said yes. He said the door should be fine. He didn't have any other indications of an abnormal condition. He even came out for a lavatory break and I showed him. He said it was fine and to not worry. We landed, and parked, I disarmed R1, and all was fine with the door. The Captain appreciated that I was concerned and informed him. He said it was good to verify.

Make sure that crews follow dis-arming procedure. Stop distractions. Make it a pre-flight item to make sure it was disarmed.

## Synopsis

Air Carrier Flight Attendant reported being uncertain of door arming/disarming procedures after being off for several months.

ACN: 1770971

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1770971

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Passenger originally assigned seat X1 boarded via a wheelchair. Once she was at the top of the ramp it was discovered she cannot walk on her own. She sat in heavy rain for



several minutes while the assisting agent ordered an aisle chair. Due to the rain, her daughter, who was originally seated in X3, picked her up and helped her on board. The Ground Service Agent also assisted and I did as well once she was inside the plane. Because she was completely unable to walk on her own, shaking and extremely unsteady, I advised her to take seat Y3 as it was the most accessible to her immediate seating need. I did not move her. Once she was seated, and with her daughter's permission, I opened the blanket bag and covered her. I also moved her daughter to be near her. I did not follow our company policy to keep seat Y3 unoccupied due to COVID.

## Synopsis

Air Carrier Flight Attendant reported not following COVID-19 seat policy in order to assist a passenger.

ACN: 1770969

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1770969

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

## Narrative: 1

During boarding a guest arrived with what appeared to be a vented mask. As I initiated a conversation I received a frustrated response that he had traveled with the mask often. He had taped the valves shut and said there had been no prior issues.

Acknowledging his concerns and actions he had taken with his mask, I referenced our face mask policy and the absence of any guidance on taping valves. I let the guest know I would return after consulting with other FAs and the Gate Agent.

FA B and I felt although the vents were noted the valves were not referenced in the policy. Gate informed us they would be happy to have a conversation about this with the guest and would bring a disposable mask on board. I elected to document the event and inform the guest he may be directed to take a different mask in the future.

Please follow up with proper guidance to the flight crew and guest.

## Synopsis

Air Carrier Flight Attendant reported a passenger was using a face mask with vents. The passenger had taped over the vents and Flight Attendant stated policy did not specifically address the taping of the vents.

ACN: 1770962

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi

## Component

Aircraft Component : Cabin Furnishing  
Aircraft Reference : X  
Problem : Malfunctioning

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1770962  
Human Factors : Troubleshooting  
Human Factors : Situational Awareness

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1770964  
Human Factors : Situational Awareness  
Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Taxi  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Aircraft

## Narrative: 1

I was shutting the cockpit door and coming back to the galley and a ceiling panel fell down on the back of my head and neck. I called the Captain to let him know what happened. We returned to the gate, so that maintenance could fix it.

We've had lots of panels falling from this aircraft and this aircraft came from the desert and was put into service.

## Narrative: 2

We were pushing back and flight attendants called to say a panel fell from row XX. I called the cockpit to let them know and the pilot asked if I could close it. I went to the back to try but couldn't. The pilot asked if I had any tape to close it and I said the only tape I had was in the Flight Attendant kit which was a blue sticker that I could use. So I taped it up, but it fell during landing. We also had another panel fall and hit a passenger in the head. We had a Supervisor come meet the flight to talk to the passenger. Row XX1 had a panel down during our pre-flight check and we called for mechanics to come fix it. This plane just came out of the desert and was put into service. The aircraft also just came from the hangar.

## Synopsis

Air Carrier flight attendants reported a few ceiling panels fell and hit a flight attendant and a passenger. Flight attendants stated the aircraft had been parked in the desert.

ACN: 1770930

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Dusk

## Aircraft

Reference : X

Aircraft Operator : Air Taxi

Make Model Name : Helicopter

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 135

Flight Plan : None

Mission : Ambulance

Flight Phase : Parked

Route In Use : None

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Taxi

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1770930

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Workload

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I looked at the short term due list just as I got a flight request within minutes of starting my shift. Seen that the power check was over 4 hours out. I looked at this on the computer screen and didn't print out a new copy like I do every day at the start of my shift. Just after our second flight we got a call that our crew from the last shift was COVID-19 Positive. I got the third flight just after this for another team and was trying to figure out if I was at risk and what about the team. Do I go, don't go. Put on all PPE or just a mask. I just forgot about the power check getting close with the two flights in the bag and looking at a long trip. After the last flight I was XX minutes over the engine power check.

After XX years, of this type of flying, this is my first time over flying inspection. Only as good as your last flight. I always print out my fresh list at the start of my shift. I didn't stop and take the time to print off a new one. Looking at the list on the screen is not as good, it's hard to read and easy to miss things. If doing lots of flights make sure you go back and recheck the list and times. I forgot about the inspection and didn't recheck my numbers. Don't rush when you get a call, things get missed or forgot. Print out your lists every time don't just read off the computer screen. Use a hi-lighter marker to mark things getting close. 3-5 hours out from due time is the time to call your maintenance department on the phone and start working a plan.

## Synopsis

Helicopter Captain reported flying with an overdue engine power check inspection. Reporter cited being distracted after being informed that the crew from the previous shift was COVID-19 positive.

ACN: 1770928

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Taxi

Make Model Name : Helicopter

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 135

Flight Plan : None

Mission : Ambulance

Flight Phase : Landing

Flight Phase : Cruise

Airspace.TFR : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Taxi

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1770928

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Air Traffic Control

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

## Narrative: 1



I flew into the boundary and landed with a patient during a TFR without notifying ZZZ TRACON of my departure or route. I was fully aware of the TFR. I read the NOTAM. I had the phone number for ZZZ TRACON on speed dial. I received the notification for the flight via phone and text. The extenuating circumstance that I let allow me to lose situational awareness was when the office told me that this patient was COVID positive. I started concerning myself with securing the proper PPE and the steps necessary to complete the flight. I missed a crucial step of notifying TRACON.

I have been thinking about this since the moment that I was notified. I have flown during many TFRs. On a personal level what I can do is take the time and create printed reminders all around the office. I had briefed the crew to help, however; they were fairly new and were concerned with critical patient care. It is of course my responsibility to make sure all steps are completed before, during and after the flight.

## Synopsis

Helicopter Captain reported getting distracted and losing situational awareness resulting in a TFR incursion.

ACN: 1770886

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1770886

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Departing ZZZ the pilot flying rotated to about 12 degrees. The aircraft was relatively lightly loaded. During the climb below acceleration height the airspeed increased (possibly due to being lightly loaded and current winds). I told the pilot flying to increase pitch, but the airspeed reached around 165 (possibly 166) for around 1 second. The airspeed stayed well below the AFM flaps 15 limit. I contacted the company for clarification on whether or not this required a logbook entry and was advised that this did not require an entry. This was the last leg of the trip that night after sitting around for several hours. I should have been more proactive in identifying the airspeed trend increase and brought it to the PF's attention sooner.

Being more proactive in identifying the airspeed trend would have allowed me to bring it to the PF's attention sooner.

## Synopsis

Air Carrier First Officer reported a flap over-speed due to a rapid climb rate, resulting from a light passenger load.

ACN: 1770881

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 38000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Climb

Route In Use : Direct

Airspace.Class A : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : No Aircraft

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1770881

Human Factors : Time Pressure

Human Factors : Situational Awareness

## Events

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Automation : Aircraft RA

Detector.Person : Air Traffic Control  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Climbing out of ZZZ to FL380. Being very light and a slight wind shift, we went through FL370 at about 3,000 FPM. It went to altitude alert almost immediately before I could use vertical speed to arrest the rate. ATC gave us traffic at FL390 that we had in sight for a minute or so. The TCAS gave us the caution traffic then immediately a RA of level off. We leveled off at FL380 and traffic was at FL390.

With our very light loads arresting climb rate needs to happen before a thousand feet.

## Synopsis

Air Carrier Captain reported an altitude overshoot resulting in an RA. The Captain stated the aircraft was very light in weight, which contributed to the event.

ACN: 1770843

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.CTAF : ZZZ

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Initial Approach

Route In Use : Direct

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : Helicopter

Crew Size.Number Of Crew : 1

Flight Phase : Cruise

Airspace.Class E : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Flight Engineer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1770843

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1771145  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Confusion  
Human Factors : Time Pressure

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : NMAC  
Detector.Automation : Aircraft RA  
Detector.Person : Flight Crew  
Miss Distance.Vertical : 100  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Staffing  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

While the FO was flying the RNAV RNP Y approach to the runway at ZZZ with the Tower out of operation, we were cleared for the approach by ZZZ Approach following the report from the previous aircraft that they were clear and canceling IFR. We were then told to switch over to CTAF frequency. Upon making my first report on CTAF, and in the vicinity of ZZZZ [Intersection], we got a TCAS traffic alert. Neither the FO, nor I were able to locate the traffic, we then got an RA to reduce our decent rate. We complied with the RA and the TCAS advised us that we were clear of conflict. It appeared that we were within 100 feet of what turned out to be a helicopter that was beneath us. The remainder of the approach and landing were normal. Upon landing we reported to ZZZ Approach that we had gotten an RA on approach. We also talked to the helicopter and he said he had us on TCAS. I think that meant he had gotten an RA also.

Tower being closed when it was supposed to be open is a cause for this event. ZZZ Approach not advising about traffic in the area when cleared for the approach is a contributor. The helicopter flying through an approach corridor when active approaches are going on is a contributor.

Why is the Tower not operating at XA:00 at night?? Why are we flying to places that don't have an operating Tower? Why didn't ZZZ Approach know anything about the helicopter?

What was the helicopter doing in that area? We were one of several aircraft in a line for that very same approach and were exactly where we were supposed to be when we got the RA. To think we were 100 feet away from a major aircraft incident doesn't set well with me. The ZZZ approach and landing is challenging enough with terrain, nighttime etc. We are a large commercial airline operation. We are not some small aircraft out for a weekend joy ride at our local FBO. We need to have all the available tools working for us. We shouldn't have to be making calls on CTAF, figuring out our own traffic separation, clicking the mic to get the runway lights to come on etc., etc.

## Narrative: 2

RA on approach. While flying the RNAV RNP Y Runway XXL, in night VFR conditions, received an RA in the vicinity of ZZZZZ [Intersection].

Approach control cleared the flight to fly the approach lateral path, but maintain altitude, ATC provided step downs to keep us on profile while awaiting IFR cancellation from preceding aircraft.

Received approach clearance in the vicinity of ZZZZZ1, advised by Approach Control to switch to CTAF. CA was pilot monitoring and made position report on CTAF.

Shortly thereafter, received TCAS traffic advisory. Observed, unknown and unreported traffic on TCAS display. Both pilots searched visually for traffic outside. If I remember corrected target disappeared from TCAS display momentarily, then reappeared.

While searching visually for traffic, received a TCAS RA and pitch command to reduce descent. Disconnected autopilot and followed command. Continued to search for traffic visually. Received clear of conflict advisory from TCAS. Observed subject traffic now displaying on TCAS behind and above. Continued descending on approach and monitoring TCAS display. Horizontal and vertical separation from traffic continued to increase. Continued on approach and landing profile. Landed without incident.

While clearing runway I noticed an aircraft flying approximately parallel to Runway XXL off airport. Contacted traffic on CTAF as I suspected it was the aircraft we received RA for. Aircraft identified itself as helicopter and indicated he had us in sight. I continued to announce on CTAF until we were on ramp. When cancelling IFR with approach control on ground, advised controller we had received an RA for traffic.

## Synopsis

Air Carrier flight crew reported an RA while on approach. The Captain reported the Tower at this location was closed earlier than expected and this contributed to the event.



ACN: 1770840

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Nav In Use.Localizer/Glideslope/ILS : Runway XXL

Flight Phase : Initial Approach

Flight Phase : Final Approach

Route In Use : Direct

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1770840

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Time Pressure

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1770842  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Confusion  
Human Factors : Time Pressure

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

## Narrative: 1

Vectored off of ZZZZZ 4 STAR and directed to descend to 5,000 feet and proceed direct to ZZZZZ and intercept the Runway XXL LOC. Loaded ZZZZZ in FMS, selected LNAV and armed LOC. While on a roughly southwest heading and proceeding direct to ZZZZZ in LNAV/VNAV, but still well east of Runway XXL we experienced a false LOC capture and the AFDS turned the aircraft to a heading of 176 degrees. Disconnected AFDS and de-armed the LOC and then used HDG Select to turn back to ZZZZZ. While in the process of turning back to ZZZZZ, Approach Control called us and said "Flight AAAB I need you direct to ZZZZZ, turn right heading XXX." We proceeded direct to ZZZZZ and landed uneventfully.

PF and PM both recently returned to flying after long layoffs and that may have contributed. I knew for sure not to arm the Approach (APP) mode too early due to the aircraft either climbing to join the glide slope or descending on the glide slope before being established on the localizer, and was aware of the possibility of false localizer capture, but had never experienced a false LOC capture before.

Using LNAV to intercept the LOC is a normal procedure, but possibly don't arm not only the APP mode, but also the LOC until within a few degrees of the ILS final approach course. However this procedure could cause its own set of problems/conflicts by setting you up for flying through the LOC if you forget to arm the LOC.

## Narrative: 2

We were assigned 5,000 feet, and given direct to ZZZZZ with instructions to join the localizer for [Runway] XXL there. Captain selected ZZZZZ and we proceeded direct in LNAV mode. He also armed LOC. About 8-10 miles northeast of ZZZZZ the aircraft falsely captured the localizer and began a turn south. Captain tried to select heading mode, but it initially would not select due to the false LOC capture. When we realized what happened, he deselected the LOC mode and began our turn back to ZZZZZ. About halfway through

the turn back, ATC called and said he needed us direct ZZZZZ. We informed him we were in the turn, proceeded to ZZZZZ, and completed the approach without incident.

The main cause was the premature capture of the localizer. I have not seen the aircraft do this before, and don't recall a warning or admonishment that it may. I don't plan on selecting LOC until closer to the intercept fix from now on, but I still don't believe this to be a crew error except that a slightly more timely response to the errant capture probably could have happened. The delay in response may have been quicker with a bit more recency of experience as both the Captain and I had recently returned from months long absences.

Delaying LOC arming until closer to intercept is what I plan to do, though I don't think that is a perfect solution. I will study my manuals to try to determine why it happened, and a closer monitoring of the system should catch the fault earlier in the errant turn.

## Synopsis

Air Carrier flight crew reported a false localizer capture, they were slow to react to the event and a track deviation occurred. The pilots stated an extended period of time off was a factor in their reaction time.

ACN: 1770811

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1770811

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

## Narrative: 1

With the new bus schedule I've noticed the buses are more packed with maintenance, customer service, and ramp employees. The seats are no longer blocked to show social distancing, so now no one is respecting the social distancing policy. Are we still doing social distancing?

## Synopsis

Ground employee reported a concern regarding social distancing on the employee bus.

ACN: 1770770

## Time / Day

Date : 202011

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator.Other

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part.Other

Flight Plan : IFR

Mission.Other

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 5

ASRS Report Number.Accession Number : 1770770

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 7

ASRS Report Number.Accession Number : 1771464

Human Factors : Workload

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Time Pressure

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

On date at XA: 15L, ZZZ went ATC Zero for COVID cleaning.

There are NO procedures in place to assist controllers to properly close the sectors. Coordination was/is left up to the controller's judgment. Should controllers really be "shooting from the hip" and guessing how to handle an event of this magnitude?

Controllers are being instructed (and audited for proper usage) to use position relief checklist EVERYTIME we're relieved, R-R, D-R, D-D, R-D, but we are left to make up how we walk away from the scope with AIRCRAFT STILL FLYING within the sector.

We were at the tail end of the busy morning departure push. Aircraft were still in the sector and we were instructed to "put the aircraft on non-radar routings" and TERMINATE RADAR SERVICE to IFR aircraft and leave the control room!

IFR aircraft were still departing ZZZ1 at XA: 15L!

Why wasn't the airspace sterilized FIRST before controllers were instructed to shut the sectors down?!?

Instructing aircraft flying IFR, "Radar service terminated, frequency change approved" does not seem morally right. We're not trained on Oceanic procedures if that's what we were trying to use. How do these aircraft know which frequencies to change too? How is it legal to allow IFR aircraft to just penetrate adjacent centers without coordination and/or flight plan information?

What good are "non-radar" routings if no one is insuring separation will exist? For example, three sectors, 31, 28 and 46 are all routing an airplane at FL340 to fix XYZ. Did anyone know about anyone else's traffic, no. How is that SAFE or ORDERLY? How is that PREVENTING a COLLISION?

Procedures must be developed for this.

FAAO 7110.65 2-1-1 para a and b was not adhered to!

"The primary purpose of the ATC system is to prevent a collision involving aircraft operating in the system."

"In addition to its primary purpose, the ATC system also provides a safe, orderly, and expeditious flow of air traffic."

Checklist and procedures must be developed!

Why aren't we using our Facility Contingency plans?

Why isn't traffic stopped from entering ZZZ airspace if they can't exit ZZZ airspace before we go ATC zero?

The following are a few suggestion that MUST be included:

- STOP departures from tower and approach controlled airspace at a time that will allow the aircraft to exit ZZZ (Center) airspace while they're still be radar monitored by center controllers.
- Have a cut off where adjacent facilities reroute traffic around ZZZ.
- Planes should NOT still be in ZZZ airspace while on an IFR flight plan at FL300, FL350, etc, when we leave the control room.

Narrative: 2

At XA: 15L ZZZ was to enter an ATC zero status due to positive COVID-19 cases in the building and the need for a cleaning crew to sterilize the affected areas. At approximately XA: 00:00L, the controller I was working with notified the watch desk that we would still have aircraft in our airspace at the time the facility's ATC zero was to begin. The two supervisors walked down to the area and told us to explain the situation to the aircraft and, when the time came, terminate their radar services, flash them to the next appropriate facility and provide a time/mileage for the aircraft to switch to the next facility frequency. My sector, at the time of ATC zero, only had 1 aircraft in in. The aircraft was in level flight at FL210 direct to ZZZ2. I explained the situation to the pilot who understood and told him, when the time came, to contact ZZZ1 100 miles from ZZZ2. I called to coordinate this with ZZZ1's low altitude sector who understood and acknowledged the plan. At 0515L, I told the pilot his radar services were terminated, started flashing the a/c's datablock to ZZZ1 and told the pilot to contact ZZZ1 at the previously coordinated mileage. The operations manager walked down to the area to ensure we terminated radar and got rid of any airplanes we could. I then made a blanket statement on frequency that ZZZ was now ATC zero.

I think there could have been better planning/Implementation of ATC zero. I also think we should have waited to sterilize the airspace instead of leaving multiple aircraft in ZZZ airspace in class A airspace flying along without ATC services. Had an event occurred, there was no one here to even monitor the airspace.

Synopsis

ATC Controllers reported after "ATC Zero" was enacted in their building there were no procedures to assist controllers to safely close sectors.

ACN: 1770703

## Time / Day

Date : 202011

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Cabin Activity : Safety Related Duties  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1770703  
Human Factors : Communication Breakdown  
Human Factors : Workload  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Passenger  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Passengers seated in [row] XX [seats] 2345 were instructed several times by Flight Attendant C to keep their face coverings on at all times. They continued to disregard her request. Please put them in our no fly list. They are the type of passengers that will never follow our travel requirements.

## Synopsis



Flight Attendant reported a group of passengers would not comply with face mask policy.

ACN: 1770698

## Time / Day

Date : 202011

## Place

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

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1770698  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Physiological - Other  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

Narrative: 1

Several times during my flight I had to inform customer about the company face covering policy. During boarding I informed customer about company face covering policy. After the beverage service while I was picking up used service items I told passenger that his mask needed to cover his nose as well as his mouth. During my cabin security walk throughs, I reminded the passenger about the face covering policy. During seat belt compliance checks I also had to remind customer about company face covering policy. I consulted a member of my crew. The A Flight Attendant was informed and the Captain notified. The Captain made a PA announcement. Then the customer was given a warning. The flight continued with no further incident.

## Synopsis

Flight Attendant reported a passenger would not comply with face mask policy during flight.

ACN: 1770691

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1770691

Human Factors : Situational Awareness

Human Factors : Other / Unknown

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

We checked in and the agent let us onto the airplane. I asked if the plane had been cleaned and sprayed and he said he didn't know. I asked if he would check for us due to COVID protection and the company's cleaning procedures. He came back down and told us that, no it had not. He said ZZZ only has 4 sprayers and they are all broken so there is no

spraying of disinfectant. I feel this is a safety issue not just for flight attendants, but also passengers. We make mandatory announcements telling passengers that our planes are cleaned after every flight and we spray disinfectant and that is not the case. How long and how many planes are not being done in ZZZ? At a time when COVID is at an all time high I feel this needs to be addressed.

## Synopsis

Flight Attendant reported concern regarding the station's lack of aircraft sanitizing procedures.

ACN: 1770603

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Location In Aircraft.Other

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1770603

Human Factors : Situational Awareness

Human Factors : Other / Unknown

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Incorrect / Not Installed / Unavailable Part

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

The new bus schedule is designed to get someone sick in the near future. The new schedule leaves at various times and they are all packed.

Where is the social distancing here??!!!! You want us to practice 6 feet apart, but why not on the bus. I feel unsafe to be on the bus. Would you? We have to be consistent in all areas, even on the bus. Do they clean the bus? I haven't seen anything done since returning to work.

## Synopsis

Airport Ground Agent reported the employee bus is very crowded and is concerned social distancing is not being enforced.

ACN: 1770592

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 20030

Experience.Flight Crew.Last 90 Days : 256

Experience.Flight Crew.Type : 2144

ASRS Report Number.Accession Number : 1770592

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate  
Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Ambiguous

## Narrative: 1

My crew and I boarded the flight in ZZZZ bound for ZZZ. While we were in engaged in pre-flight duties in the cockpit, our in-flight crew boarded sometime after us. While my flying FO and I were in our seats, the A Flight Attendant came to the cockpit door to inform us of what he has just been told by ZZZZ customer service reps. He proceeded to tell us that XX passengers on their inbound flight the previous night, tested positive upon arrival in ZZZZ for COVID-19 and that at least a couple have already been admitted to the hospital for their symptoms. This conversation took place just before the boarding of passengers was about to begin. We decided to halt any boarding of passengers and asked the A FA and the rest of the inflight crew to stand back and remain clear the area around the cockpit and await a briefing after we spoke with the company.

I preceded to conference in our Dispatcher and Duty Pilot on a Satcom call from the cockpit. While we discussed our options, the A FA was on a phone call with his in-flight duty manager. After much discussion with the Duty Officer and my crew, we decided that our risk of exposure was low. We all agreed that we would be able to operate flight to ZZZ with our inflight crew and two deadheads with the restriction of them remaining out of the forward part of the airplane during the flight.

Here are some highlights of things that we learned during this process. 1. A message was sent to our company security by ZZZZ station operations. 2. This message triggered a zero response to ZZZZ station, inflight and flight operations. 3. A group of COVID positive passengers were able to board a company flight. 4. If ZZZZ customer service had not mentioned to our inflight crew what had happened to their inbound flight, we would potentially have had a bigger problem.

I also want to highlight that once the problem was discovered, ZZZZ station, Inflight, Duty Officer, Dispatch, and the Cockpit was able to formulate a plan to keep safety first, take care of our passengers, and get our inflight crew and aircraft home safely.

## Synopsis

Air carrier Captain reported that the cabin crew for the flight had been on an earlier flight that had passengers who had tested positive for COVID-19. Due to low exposure risk, it was decided the cabin crew could work the current flight.



ACN: 1770555

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Instructor

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Function.Flight Crew : Check Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 5143

Experience.Flight Crew.Last 90 Days : 177

Experience.Flight Crew.Type : 4028

ASRS Report Number.Accession Number : 1770555

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1770571  
Human Factors : Training / Qualification  
Human Factors : Fatigue  
Human Factors : Confusion  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Ground Conflict, Critical  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

After landing on Runway XXR in ZZZ, upon clearing the runway we were told via ground to taxi north on Taxiway 1 and enter the ramp at Taxiway 2 for parking at the Gate X. I was the FO acting as an LCA. Both ZZZ ground and ZZZ X concourse ramp frequencies were completely saturated with traffic both inbound and outbound. Upon making the left 90 degree turn onto Taxiway 2, I noticed a rapidly approaching taxi light of an aircraft northbound on Taxiway 3. I immediately directed the Captain to stop and I also abruptly braked from the right seat. Aircraft Y continued to taxi right in front of us and then stopped short of Gate Y to give way to an outbound aircraft. We were never notified by Ground of a potential conflict or to give way to the northbound aircraft. We subsequently were cleared by ramp onto the ramp and to our gate. We missed the other aircraft by about 50 feet.

## Narrative: 2

Taxiing north on Taxiway 1 with a Taxiway 2 entry to ramp for the Gate X. Cleared Taxiway 2 to enter but not cleared to enter ramp. I made left turn on Taxiway 2 was prepared to stop at Spot XX. Captain was monitoring ground on VHF1 and Ramp on VHF2. I was only monitoring Ground on VHF1. I started the turn and was about to cross Taxiway 3 when LCA Captain in right seat yelled "STOP STOP STOP!" I applied immediate max braking and abruptly stopped the aircraft.

What I did not see was another taxiing aircraft from my left on Taxiway 3. I was given no radio call to give way to that traffic. My clearance was to the ramp. I do not know why I did not see the approaching aircraft. It was dark and their taxi light was not pointed at

me. Regardless, I should have seen it. We stopped and I would guess our nose was within 50 feet of their wingtip. I do not know if they saw us or not. No comment from Ground or ramp about what just transpired.

I will say that fatigue may have been an issue. This was an OE after a 6+ month break in flying and I was feeling some mental fatigue.

## Synopsis

Air carrier flight crew reported a ground conflict. The Captain stated fatigue and months without flying contributed to the event.

ACN: 1770541

## Time / Day

Date : 202011

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 12000

## Environment

Flight Conditions : IMC

Weather Elements / Visibility : Thunderstorm

Weather Elements / Visibility : Rain

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 5906

Experience.Flight Crew.Last 90 Days : 57

Experience.Flight Crew.Type : 2235

ASRS Report Number.Accession Number : 1770541

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1770559  
Human Factors : Workload  
Human Factors : Training / Qualification  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During our preflight the Captain and I discussed how recently we had each flown. I had not flown for about 5 weeks and the Captain had just done landings class at training after not flying since March, as I recall. This was the Captain's first trip since then.

After takeoff, Captain was hand flying the airplane and I was performing PM duties. We were on the ZZZZZ2 departure and I had checked in with ZZZ Departure. They told us about a storm directly to our south that other flights were having to leave the departure route to avoid. ATC said we could continue to the west and turn to a 150 heading when able. After looking at the radar return I acknowledged the instruction and added we would have to go about another 10 miles west. ATC acknowledged and cleared us to climb to 12,000 feet.

I should also mention this was in a very compressed time line. Tower turned us over to Departure, I was doing the After Takeoff Check and making FMC modifications under the Captain's instructions, and checking in and talking with ATC. The plane was also very light, so we were climbing rapidly. I was interrupted three times while trying to read the After

Takeoff Checklist and I think we were nearly at 10,000 feet by the time I was able to accomplish the checklist. I guess, what I'm trying to say is, I felt that I was very busy, and surprisingly so. ZZZZZ can get busy, apparently even now, but the thunderstorm and the communication and coordination involved with that probably took us to task saturation.

After being cleared to 12,000, we got another frequency change and ATC cleared us to 14,000 feet. I set it in the MCP and saw the flight director was still in LNAV and commanding a left turn. I asked if Captain wanted HDG SEL and Captain did which I accomplished. ATC then asked us about the turn to the south and I answered we still were going to have to go further west, but the tops were lowering and I thought the turn could be made soon. ATC then amended our cleared altitude to 12,000 feet again.

I reset the MCP again and got acknowledgment from the Captain. ATC then cleared us to go direct to ZZZZZ1 when we were able. I put it in the FMC to see how the course looked compared to the radar return. I looked out the window to see how the tops were looking. I heard the altitude alert chime then looked at our altimeter and saw we were climbing through 12,000 feet. I immediately exclaimed we were cleared to 12,000 feet and I think the Captain swore and immediately reversed the climb.

ATC then informed us we were cleared to 12,000 feet. I re-acknowledged the altitude clearance and we descended back to 12,000 feet. I don't think we got above 12,600 feet.

I wish I could remember when we were re-cleared to 12,000 feet, because I don't remember hearing the approaching altitude alert chime. I think the altitude may have been above 11,000 feet so we were already within the 900 foot alert window. When the chime did sound, I thought it was the 900 feet to go, but it was really the 300 foot off warning.

## Narrative: 2

We were on the departure and had been told to maintain a heading due to weather. Altitude clearance was to 14,000 feet. A series of instructions came regarding weather deviations, cleared to a fix when able, etc. Somewhere in here our altitude clearance was modified to 12,000 feet. We were discussing our strategy with regards to getting back on course when the FO realized and announced I had passed 12,000 feet and was at 12,400 feet. I still had 14,000 feet in my mind as our clearance limit. Neither of us remembers an altitude warning horn sounding as we passed 11,000 feet. We both felt task saturated at the time. Neither pilot has been actively flying over the past several months, and currency/recency of experience was absolutely a contributing factor.

## Synopsis

Air carrier flight crew reported a track and altitude deviation during departure. Flight crew cited task saturation and lack of flying were contributing factors.

ACN: 1770520

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1770520

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

After we started our taxi, we got a call from the Lead Flight Attendant (FA) that a passenger's two year old child was refusing to wear his mask. They stated that the child's

Dad was very upset, and had some choice words about the situation. They also said they tried multiple times to get the child to wear the mask, but he refused. We made a decision to return to the gate and requested a Customer Service Agent meet us. After we return to the gate, the FA and Customer Service Agent talked to the Dad. They said he apologized, and that the child was finally wearing his mask. I asked the FAs if they were okay with leaving with the Dad and his child, they said yes. We pushed off the gate and continued to our destination without any further incident.

## Synopsis

Air carrier Captain reported returning to gate because a child passenger would not conform to face mask policy and the passenger's father was confrontational with the flight attendants.



ACN: 1770493

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 400

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Takeoff / Launch

Route In Use : Direct

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1770493

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1770518

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

The First Officer briefed the ZZZZZ SID Runway XXL, which has the same initial altitude then a turn to ZZZZZ1, as is listed for Runway XY. As we performed the Before Push Checklist we became distracted during the runway response by the confirmation of receiving Report X. As we began the climb, we then noticed that the FMC was setup for XXL. As we passed 5,XXX feet, the FMC sequenced to turn direct ZZZZZ1, which was the same flight path for a Runway XY departure for the ZZZZZ SID, therefore no flight path deviation occurred.

## Narrative: 2

During loading of the FMC route the runway was initially loaded as XXL, after verifying with the Ramp that Runway XY was the intended departure runway for the ZZZZZ SID, I began to update the FMC. At that time the FA informed me of an issue that required the Ops Agent; therefore, distracting me from completing the runway change. When I returned, in my mind I had completed the runway change. I briefed the departure and we did not catch the error as the altitude of the turn coded in the FMC, and all the waypoints are identical for the two runways.

As we performed the Before Push Checklist we were also distracted during the runway response by the confirmation of receiving Report X. We taxied out single engine and my focus was on starting the #2 engine. As we approached the end of Taxiway G we were cleared for takeoff. As we began the initial climb, I noticed that the FMC was setup for XXL. As we passed 5,XXX feet, the FMC sequenced to turn direct ZZZZZ1, which was actually the intended flight path for a Runway XY departure for the ZZZZZ SID, therefore no lateral flight path deviation occurred. Some additional external factors involved that led to additional distractions are the possibilities of furloughs related to COVID-19.

## Synopsis

Air Carrier flight crew reported loading the incorrect departure runway in the FMS but no track deviation occurred due to the flight path being the same. The First Officer reported distraction and COVID-19 job related concerns contributed to the event.

ACN: 1770360

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 500

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Taxi

Make Model Name : Helicopter

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 135

Flight Plan : VFR

Mission : Passenger

Flight Phase : Landing

Flight Phase : Final Approach

Route In Use : Direct

Airspace.Class E : ZZZ

Airspace.TFR : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 3600

Experience.Flight Crew.Last 90 Days : 15

Experience.Flight Crew.Type : 500

ASRS Report Number.Accession Number : 1770360

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Time Pressure

Human Factors : Other / Unknown

Human Factors : Human-Machine Interface

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

## Narrative: 1

I accepted a flight request for a patient transfer flight to ZZZ. I completed my preflight planning which included a review of possible sporting event TFRs on my route of flight, I saw none.

I departed from our base and flew to the hospital. We then loaded the patient and we departed for ZZZ. I began my descent from cruise down to approximately 500 feet AGL while about 5 miles from the hospital, we landed on top of the hospital without incident.

We were at the hospital for about 35 minutes, and I then began my flight planning for the leg home. I opened my FOREFLIGHT app to double check Weather on my phone and immediately saw that we were inside a TFR. It said the TFR was active although it listed a "Warning," "that the start time for this event could not be determined." It was a TFR for a sporting event. I am unsure whether or not this TFR was Active when we entered the Vicinity of ZZZ and landed at the hospital. I also began to wonder why No information on my G500 or G650 with TFR warnings (turned On) had Not activated. I turned my avionics On while on the roof and again there was NO red circle or any indication of a TFR being displayed.

I called ZZZ Controllers and told them I was located on top of at ZZZ Hospital roof as a medical helicopter and am requesting clearance to depart the TFR with a squawk code back enroute to ZZZ1. The Controller gave me a squawk code and said I could depart at any time and simply squawk 1200 when I was well clear of the TFR. I programmed my transponder with the code and we departed ZZZ back to ZZZ1.

Later the same day we had another flight request back to the hospital in ZZZ, I contacted ZZZ Controllers and was again given a squawk code, we entered and exited the TFR without incident. It is also noteworthy that when I departed the hospital for the second time that the TFR was showing ACTIVE on FOREFLIGHT and ZZZ1 Controllers said it was no longer active. And again, no indication of a TFR on my G500 or G650.

In the future I will be more diligent during my preflight planning and multiple Legs and stops to check Multiple sources to confirm if a TFR is on my route of Flight. I also think with COVID-19 game day schedules are more fluid and subject to change and this has made the preflight planning more challenging in determining whether or not a TFR is active or not.

## Synopsis

Helicopter Pilot reported a possible sporting event TFR violation. Pilot states the times of these active TFRs appear to change with little notice because COVID-19 is causing many changes to event schedules.

ACN: 1770347

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 180

Relative Position.Distance.Nautical Miles : 1

Altitude.AGL.Single Value : 1000

## Environment

Weather Elements / Visibility : Fog

Weather Elements / Visibility : Icing

Weather Elements / Visibility.Visibility : 6

Light : Daylight

Ceiling.Single Value : 400

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Corporate

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Airspace.Class E : ZZZ

Airspace.Class G : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 7000

Experience.Flight Crew.Last 90 Days : 100

Experience.Flight Crew.Type : 1500

ASRS Report Number.Accession Number : 1770347

Human Factors : Other / Unknown

Human Factors : Time Pressure

Human Factors : Physiological - Other

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Anomaly.Inflight Event / Encounter : VFR In IMC  
Detector.Person : Flight Crew  
When Detected : Pre-flight  
When Detected : Taxi  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

I arrived at the airport before dawn with my copilot, an equally qualified ATP, for a planned departure around sunrise from an uncontrolled field overlaid by Class G airspace. The flight involved carrying a group of passengers on a transcontinental itinerary, with two short stops. Knowing the morning surface temps were likely to be at or near freezing, with potential for frost, we had arranged for the aircraft to be hangared for the night and to be pulled out around the time we intended to arrive. We had anticipated clear skies, based on the available forecasts.

On arrival at the airport we discovered the upper surfaces of the wings were covered in frozen droplets. The line crew explained that a rain shower had blown through before they put the aircraft in the hangar the previous evening, and that the wings were still wet when they towed it out in the am. Unfortunately, they had pulled it out a little earlier than arranged, which had given the water time to freeze. The temp reported by the AWOS at that time was -XC. Another unanticipated factor was a low broken cloud layer instead of clear skies. I asked the line crew to put the plane back in the hangar and called the passengers and informed them there would be a delay.

Once the drops had melted we dried the surfaces with towels, then called the passengers to come to the airport. With passengers onboard I started the engine, began the taxi, and had the copilot call the clearance. Clearance informed us there would be several minutes delay due to traffic departing a nearby field. The delay turned into 20 minutes and as we sat at the hold line a fog settled in, restricting surface visibility to around 1/4 mile. The OAT read minus 1. Given the restricted visibility and potential surface icing conditions we decided it was unwise to depart, even though we suspected the fog layer was only a few hundred feet thick. I went aft and explained the situation to the passengers, then taxied back to the ramp. By this time we were already almost two hours' delayed.

The fog persisted another 90 minutes or so, during which time the passengers grew increasingly anxious about the prospect of having to postpone the trip to the following day. We had learned that morning of an impending inter-state COVID quarantine rule change with potentially very negative consequences for us in the event of further delay. All this put us under considerable pressure to depart.

The fog eventually lifted into low clouds, and we noticed an area of blue sky appear off the

departure end of the runway. Surrounding fields were reporting clear skies. The AWOS at our departure field was reporting 400 feet overcast and 6 miles visibility. Under normal circumstances I would have elected to depart IFR. However, faced with the already considerable delay and irritated passengers I made a quick decision to depart VFR, anticipating that we could maintain class G cloud clearance requirements in the initial climb and would be beyond the area of low clouds over the field by the time we were entered Class E airspace. I was highly familiar with the terrain in the area, having landed at the field several times in the preceding week and noted no local traffic on TCAS or the CTAF.

In the initial climb, however, I discovered I had misjudged the cloud coverage off the departure end, and was felt the safest route was to climb into IMC instead of stay below the deck. We ended up IMC as we entered Class E airspace, only clearing the tops around 1,000 AGL, in violation of FAR 91.155.

After departure I asked my copilot to pick up our IFR clearance with the Local Controller. He then informed me that he had actually activated a hold for release clearance with clearance before departure while I had been outside the airplane informing the passengers that we were ready to board. While a hold for release clearance does not prohibit a VFR departure, the AIM does state that the hold for release should be canceled before a VFR departure.

In hindsight it is clear to me I should have handled the situation differently. I should have resisted the pressure to get wheels up quickly, and remained on the ground until either an IFR departure clearance could be obtained from clearance, or the weather had lifted to the point I could be absolutely certain a VMC departure and climbout could be made. My rushed decision making and hasty conduct of the takeoff resulted in poor judgment and a lapse in good CRM.

## Synopsis

Corporate Captain reported poor judgment resulted in flying VFR into IMC. Captain reported outside pressures to depart contributed to the event.



ACN: 1770331

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1770331

Human Factors : Communication Breakdown

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

## Narrative: 1

Passenger assigned to [seat] XX1 or XX2; sat in XX2. He requested several times to switch seats to the AFT FA for social distancing. During our briefing with the Gate, we witnessed her inform all passengers that our aircraft was at capacity in terms of social distancing and offered passengers to travel on a later flight. The Agent also called passengers up one by one and spoke to each passenger regarding their seat assignments. We had several passengers during our flight complain regarding our capacity. The specific passenger asked the AFT FA several times and she apologized and offered him to speak to the Gate Agent, he declined. After we completed our safety demo the passenger got buckled up and stretched completely out in YY3/4. The AFT FA asked me to follow up with this passenger and I spoke to him apologizing, stating that row YY was blocked to allow social distancing for the FA's. He was very curt and rude when asked to return to his assigned seat for safety. I also explained that we were actively taxiing to the runway and that it is a federal regulation to [not] move around the cabin at this time. I notified the Captain that reassured me that I handled it properly. He was also aware that we were over capacity in terms of social distancing and told passengers that he would get them as quickly and safely as possible to their destinations during his welcome announcement at the gate. He asked me to document. The passenger requested my name as he exited the aircraft.

Several passengers were dissatisfied regarding social distancing on the aircraft.

## Synopsis

Air Carrier Flight Attendant reported the flight was over capacity per social distancing policy and reported one passenger was uncooperative regarding social distancing during the flight.

ACN: 1770309

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1770309

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Human-Machine Interface

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1770310

Human Factors : Human-Machine Interface

Human Factors : Training / Qualification  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : CFTT / CFIT  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

While on the ZZZZZ4 [arrival], approaching ZZZZZ we were given a vector to the North. We were asked if we had the river in sight, which we responded, "Yes." We were cleared the ZZZZZ visual to Runway XX. CA wanted to cross ZZZZZ1 at 3,000 feet, so CA selected Flt Lvl Chg and proceeded down. Upon reaching the fix, CA failed to re-select VNAV as we commenced the approach. LNAV was selected and we were tracking correctly. Between ZZZZZ2 and ZZZZZ3, CA realized we were too low. CA saw the "1,700" at ZZZZZ3; we were at approximately 1,100 feet. CA clicked off the auto pilot and leveled the aircraft at 1,000 feet. We were given a "low Altitude" alert from the Tower. We maintained our altitude and tracked the approach. We landed without any further incident. We were below the charted altitudes at ZZZZZ3 and ZZZZZ4, possibly ZZZZZ5.

I believe currency was a significant factor. The CA had a total of 55 hours in the preceding 5+ months and the FO had just come back from 6 month leave.

Because this was an RNAV approach, briefing the importance of verifying both LNAV/VNAV on the FMA would have reminded both pilots to look for this upon the commencement of the approach.

## Narrative: 2

We were descending for the ZZZZZ Visual approach to [Runway] XX. We had the RNV-F approach selected in the FMS. Descending through approximately 5,000 feet ATC had given us a lower altitude so the Captain selected LVL CHG. A short time later ATC asked if we had the river in sight, we did, so we were cleared for the visual approach. We set our briefed minimums for the approach and continued our descent. However we had not gone back to VNAV and confirmed VNAV PATH. As we approached 1,000 feet we both realized we were too low. The Captain disengaged the autopilot. Stopped the descent until we were reestablished on the path. From there we continued the approach to landing.

This was my first leg back from a six month leave and the captain is on reserve and had not flown in two months. We had briefed before the flight that our biggest threat was our lack of recent flying. This proves that even when a threat is identified and discussed, it does not go away.

The company and [union] need to continue to stress as more of us return to work that observance to SOPs is vital to the priority of safety.

## Synopsis

Air carrier flight crew reported descending below charted altitudes while on approach and cited lack of recent flying as a contributing factor.

ACN: 1770288

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase.Other

## Person

Reference : 1

Location In Aircraft.Other

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1770288

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

## Narrative: 1

Due to COVID and the closure of my domicile, I was on [reserve] lines since Month 2 or Month 3. I was then furloughed for Month 7 and recalled for Month 8. My last flight before all this started was on date in Month 1. My annual recurrent training was on dates in Month 4. My 90-day FAA currency expired on date in Month 7. In the first bid after my recall, I was awarded a line that included a trip beginning on date in Month 8. I contacted my union representative and discussed whether or not I was current. They showed me the company announcement that involved the XXX day currency extension if a pilot had XXX hours in the [aircraft type]. I [did not have enough] hours in the plane at that time, so I was not eligible. Over the next several days we stayed in touch and they continued to look into it for me. On date in Month 7, I contacted Crew Scheduling to inform them that I was not current and could not fly the trip on date in Month 8. They referred me to Person X to schedule my recurrent landings. Person X informed me that I was actually current and did not need additional landings due to the fact that "The FAA extended the landing currency and the hour requirement is being reduced." I asked for more information so that I could fully understand the legality of my currency, and they referred me to Person Y. Person Y explained to me that the company was using latest FAA exemption and that since my landing currency expired in Month 7, that exemption allowed me currency an extra grace month and that I could complete the necessary landings in Month 8.

With the report from the company, and after reading the exemption myself and satisfied that I did meet the FAA legal requirements, I proceeded to fly the trip starting on date in Month 8. I spoke again with my union representative and started to learn that the union was not fully aware of what exemptions the company was operating under or what policies were currently active. I informed them what I had learned and sent over the FAA exemptions I had read. I was again contacted by a different union representative who asked for more information about how my legality had been determined. It is at this time that it was brought to my attention that the company had not made public statements to the pilot group about what company policies were currently being used to determine legal currency requirements for pilots and that my case represented a change that had not previously been announced or made public. The suggestion was that while I may have been legally current per the FAA, I may not have been legally current under company policy. I am writing this report to bring attention to this confusing situation surrounding the safety policy of recency of experience.

My suggestion for this situation would be for the company to publicly announce exactly what policies and exemptions are being utilized at this time to better inform the pilots of what their legal requirements are, and to prevent safety issues from appearing due to policies that may or may not exist that are not publicly known.

## Synopsis

Air carrier First Officer reported confusion about being current under the company's policy as compared to the FAA currency exemptions.

ACN: 1770269

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Flight Phase : Parked

## Component

Aircraft Component : Nosewheel Steering

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1770269

Human Factors : Troubleshooting

Human Factors : Other / Unknown

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

Communication Breakdown.Party2 : Flight Crew



## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Maintenance  
Detector.Person : Flight Crew  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

After pushing back from the gate from ZZZ on the way to ZZZ1, a STEERING INOP caution message appeared. I addressed the message with the QRH and the message cleared. I sent an ACARS message to maintenance telling them of the situation. They replied to call them when we completed the flight. During taxi out, while turning, the heading indicators on the PDFs momentarily disagreed and a caution message presented. The message cleared after 2 seconds and did not reoccur during the rest of the flight. There is a QRH procedure addressing that problem that I reviewed, but did not need to perform because the message was gone and the heading indications were matched and normal. Upon reaching ZZZ1, I called maintenance and wrote up the two discrepancies. Maintenance said that we should have called them on the phone in ZZZ where we have mechanics available. He said that a mechanic would probably have to do a road trip to come to ZZZ1. That could have cancelled our flight to ZZZ and caused inconvenience for all involved. After submitting the write ups, I felt stressed because of the situation. I did not know if there would be negative consequences and I thought back about everything I had done to consider what I should have done differently. After over an hour, I was contacted by Maintenance and told that a contract mechanic was coming to the aircraft and that I should help him with the maintenance procedures by showing him where the cockpit switches were that would be checked. I met the mechanic and worked with him through the required procedures. By the time that was done, we were 20 minutes late. Then I was concerned about the passengers making connections and the other crew that also had connections to make in ZZZ. We rushed to board the passengers, complete the maintenance paperwork, and prepare for the flight. After pushing back from the gate, I noticed that we had forgot to turn on the cabin signs. This is a task for preflight and a checklist item on the Pre-Start Checklist. After I noticed the cabin signs were off, I turned on the cabin signs and commenced the taxi.

The cause of this event was distraction during preflight duties and rushing. The pressure that I felt to hurry up so that everyone's travel arrangements would not be ruined was a factor. I divided the preflight duties between myself and the other pilot. Normally I would have used a mnemonic device to remember the cabin signs, but I did not take the time to think of it. I relied too much on the checklist to catch mistakes. During the checklist, I was distracted so I did not identify that a checklist item was not completed. During this period, we are under heightened scrutiny for documenting mechanical irregularities. We are also under heightened pressure to depart and arrive on time due to industry competitiveness during the COVID-19 pandemic. The combination of these pressures has made maintenance issues and delays more stressful.

We already thoroughly debriefed this incident as a flight crew. I think that will help avoid that type of problem in the future. Taking the time to do the tasks and checklists during the preflight must be prioritized, so that mistakes are caught. Pressure to hurry should not be allowed to affect performance. During checklists, I should avoid complacency and distractions. I should be aware and focused on each checklist item. I should visually look at the associated area of the cockpit during the checklists. I usually do that, but during this event I did not.

## Synopsis

Air Carrier Captain reported company procedures were not followed during a mechanical irregularity. Captain stated outside issues, including pressure to maintain schedule, disrupted the normal flow of crew duties.

ACN: 1770055

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Climb

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1770055

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Fatigue

Human Factors : Physiological - Other

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Executed Go Around / Missed Approach

Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Soon after departure from ZZZ, we were given a lower cruise altitude. All of these changes spanned the climb, cruise and descent segments, so PF accomplished numerous FMS program changes. Prior to ZZZZZ, we were given a vector for spacing - heading 290, I think - and subsequent descents and speed changes. At some point during the changes, PF lost track of things and turned toward ZZZZZ waypoint without clearance. ATC issued a turn back to heading 300. PM noticed the turn, but was in third leg since returning from five months leave, so did not intervene or call out the discrepancy as he, also, was not certain the turn was incorrect. Crew was subsequently cleared to ZZZZZ and to descend VIA ZZZZZ arrival and landed XXR without incident. I think even the Controller lost track of all of the instructions.

I attribute the error to task saturation, hunger and some dehydration. I was also a little distracted by some personal issues going on which I started to think about while we were waiting during flow control from ZZZ-ZZZ1. I think we will have lots of issues going forward as pilots come off of extended leaves of absence.

I should not have let myself get distracted and dehydrated.

## Synopsis

Air Carrier Captain reported a track deviation and cited task saturation, hunger and lack of flying as contributing factors.

ACN: 1770033

## Time / Day

Date : 202011

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1770033

Human Factors : Situational Awareness

Human Factors : Other / Unknown

Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Ground Personnel

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was loading the front of the aircraft with the loader of a Widebody aircraft. While pallets were being loaded on the aircraft, I miscalculated the locks to be up on each pallet as to how I did it, which was in the front and rear. I have been on a leave of absence due to COVID, for three months and this was my first Widebody I have worked on since my return.

## Synopsis

Ramp Agent reported incorrectly operating the cargo loader and made reference to being off of work due to a leave of absence for COVID-19.

ACN: 1769995

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 29000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Corporate

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Descent

Route In Use.STAR : ZZZ.1

Airspace.Class E : Y

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 6300

Experience.Flight Crew.Last 90 Days : 12

Experience.Flight Crew.Type : 400

ASRS Report Number.Accession Number : 1769995

Human Factors : Training / Qualification

Human Factors : Human-Machine Interface

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While descending on the ZZZ1 arrival we were cleared to FL290. While passing FL300 ATC issued a pilot discretion descent clearance to 17,000 feet. My PNF waited to set 17,000 feet until the autopilot went into ALT CAP and began to capture FL290. Upon setting 17,000 feet I noticed the autopilot no longer holding FL290 and disconnected the autopilot and manually held altitude and then selected manual ALT to hold FL290. At that point the autopilot was forgotten to be reengaged, and the aircraft slowly climbed to almost 29,800 feet before the PF noticed it and manually initiated descent to 17,000 feet. ATC was notified of the correction and that we were beginning our discretion descent from current altitude to 17,000 feet. ATC did not say anything about the brief climb and only verified we were beginning our descent to cross ZZZZ [Intersection] at 17,000 feet.

Human factors of disconnecting the automation while correcting for the unanticipated non capture, manually setting ALT hold without resetting the ALT selector caused no bug to appear on the altitude tape and the action of selecting ALT hold caused the PF to be the live autopilot, holding altitude, although only the FD was since the autopilot had not been reengaged. Usually we would correct an autopilot behavior such as this while still engaged by resetting the ALT selector and using VS or Pitch mode, but that level of automation had been removed.

Problem was identified and quickly discussed and understood by the flight crew to ensure better communication and pilot automation interface in the future.

A likely contributing factor is lack of flying hours in the recent 6 months for both crewmembers due to the COVID-19 pandemic.

## Synopsis

Corporate Captain reported nonstandard procedures were used causing an attitude deviation. Captain stated lack of flying due to the COVID-19 pandemic was a contributing factor.



ACN: 1769925

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Initial Approach

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1769925

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Workload

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

Result.Flight Crew : Regained Aircraft Control

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

## Narrative: 1

The Captain had not flown in 5 months, and I am still relatively new to the airplane while only sporadically flying until this month. The bulletin for this issue was issued during a time that there were many outside factors affecting everyone's lives and then most of us did not fly very much. I feel that a bulletin as important as this should also be listed on the Approach Checklist to remind the crews.

On the arrival to ZZZ, we were cleared direct to the airport from over 100 nautical miles away. ZZZ approach then kept us higher than normal. The Captain as the pilot flying attempted to descend and configure with speed brakes. We were given a tight base turn and cleared for the visual to XXR. Once it was obvious that we would not be stable by 1,000 feet AGL, the Captain called for a go-around. As I was notifying ATC, he proceeded to push the thrust levers to TOGA and then return them to MCT. The airplane immediately began an aggressive pitch up from about 2 degrees to over 25 degrees in less than 3 seconds. It was at that point that I remembered the bulletin for this aircraft in regards to the CG being less than 30.0%. The Captain disconnected the autopilot and lowered the nose. We circled back for XXR and landed without event.

## Synopsis

Air Carrier First Officer reported an important CG related bulletin for this aircraft was issued during a period of time when many crew members were not flying, and contributed to an unstabilized approach.

ACN: 1769887

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 1000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 4

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Landing

Route In Use : Visual Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1769887

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1769888

Human Factors : Training / Qualification  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Physiological - Other  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

After receiving clearance from approach for visual approach Runway XXC, I was advised to stay with approach until ZZZZZ (Final approach fix) and then call Tower frequency. Landing checklist was completed, and we were stable at 1,000 feet. I was the Captain and pilot monitoring. The weather was day VFR -clear visibility and a crosswind wind gusting to 22 knots. After landing I realized that I forgot to switch the frequency to receive landing clearance. After clearing the runway, I contact tower and apologized. I was told by Tower that they gave me the green light as landing clearance.

I always try to verbalize my landing clearance as technique and check the landing lights/ turn off lights position as required. For some reason I didn't do it this time. I'm not sure if the frequency switch location in conjunction with landing check list procedures was the reason for forgetting to switch to Tower. I take full responsibility and will learn to pay better attention in the future.

## Narrative: 2

I was pilot flying in VFR conditions. The Approach Controller vectored us to join the final approach for [Runway] XXC between the course fix and final fix. He also cleared us for the approach and instructed us to contact Tower at the final fix. Upon capturing the localizer and as we intercepted the glideslope outside the final fix, I called for final flaps and landing checklist. We set the missed approach altitude and started down the glide slope. I used the autopilot until below 1,000 feet then hand flew the aircraft to landing in a crosswind. After landing, as we approached our anticipated exit from the runway, the Captain (pilot monitoring) queried ATC for exit/taxi instructions when we realized we had not switched to Tower or received a landing clearance. We immediately contacted Tower [and were told we] were cleared to land. We continued to parking without further incident. Traffic was light and weather was clear. Our actions did not disrupt any other operations/aircraft.

This was my first operational leg after having been off for a month. I was so focused on my flying duties and landing in a crosswind I forgot to confirm we had received landing clearance. Contacting Tower at the final fix is a very routine action, yet was overlooked/missed by all crew members in this situation. Not exactly sure why I failed to

confirm landing clearance except perhaps I was too fixated on the aviating and failed to communicate.

## Synopsis

Air Carrier flight crew reported they forgot to receive clearance to land. First Officer reported this was the first flight after an extended period of time off.

ACN: 1769884

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

## Component

Aircraft Component : Headset

Aircraft Reference : X

Problem : Design

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1769884

Human Factors : Physiological - Other

Human Factors : Troubleshooting

Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

The company requirement to use X type headsets is a safety issue. It exposes flight crew members to COVID-19. It also contributes to fatigue because these headsets do not have active noise reduction. Provide headset adapters on each aircraft, so personal headsets may be used. I'm sure most of the pilots would be willing to donate their adapters.

## Synopsis

Captain reported pilots are being exposed to COVID-19 because the company requires the use of specific headsets on the flight deck.

ACN: 1769836

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : VFR

Airspace.Class C : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class C : ZZZ

## Aircraft : 3

Reference : Z

ATC / Advisory.Tower : ZZZ

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Mission : Training

Flight Phase : Landing

Airspace.Class C : ZZZ

## Aircraft : 4

Reference : A

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 2

Airspace.Class C : ZZZ

## Person : 1

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government



Function.Air Traffic Control : Local  
Function.Air Traffic Control : Trainee  
Qualification.Air Traffic Control : Developmental  
ASRS Report Number.Accession Number : 1769836  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Training / Qualification  
Human Factors : Workload  
Human Factors : Time Pressure  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2  
Location Of Person.Facility : ZZZ.Tower  
Reporter Organization : Government  
Function.Air Traffic Control : Instructor  
Function.Air Traffic Control : Local  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 2.5  
ASRS Report Number.Accession Number : 1769838  
Human Factors : Workload  
Human Factors : Training / Qualification  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Ground Conflict, Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued Advisory / Alert  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

While I was training on Local during the busiest session since returning to training as well as it being my trainer's first time training on local in more than 6 months the traffic volume was enough that required us to split Local and Ground. For most of the

year our airport had been on a straight runway configuration due to construction and we had only been back to 2 runway operations for about a week. We had Aircraft Z doing full stop taxi backs and Aircraft A doing stop and go's with afternoon push of arrivals and departures. I had cleared Aircraft Y to land on runway YY (IFR arrival) and Aircraft X was ready to go on runway XX (VFR departure). I asked Aircraft X if he needed time on the runway or if he was ready to go and the pilot replied that he was ready to go. When I cleared Aircraft X for takeoff the Aircraft Z was on 2.5 mile final and traffic was exchanged. After takeoff clearance I went back and told Aircraft X to clear for immediate takeoff and the pilot read it back. After 30 seconds the departing aircraft had not began its takeoff roll yet and my instructor told them to start roll now. At this time the arrival was at 1 mile final runway YY. When the arrival was at the threshold the departure had barely cleared the intersection due to the delay it made on the runway.

To prevent this situation I could have waited until the arrival had landed to clear the departure for takeoff. I relied on expectation bias that the departure was going to begin their takeoff roll immediately and not take time on the runway. I could have also told the Aircraft Y to reduce to final approach speed to create a bigger hole for the departure. Knowing when to slow down during busy sessions is also something that could have prevented this situation.

## Narrative: 2

(Training in progress on Local Control on one of the busier sessions seen by all in months. Trainer's first time training on LC in over 9 months)

Ground had been split off a couple minutes before due to increased traffic and proposed traffic. In addition to multiple arrivals and departures, there was Aircraft Z doing multiple take offs with full stop taxi backs, and Aircraft A doing stop & go's. Aircraft X taxied out for departure contacted tower holding short of Runway XX. Traffic was within a mile final for Runway XX so they were waiting to depart. Because there was another aircraft inbound to Runway YY that we were going to try to depart inside of, Local Trainee was instructed to ask Aircraft X if they would need time on the runway or if they would be ready to go-they said they would be ready. Once the Stop and Go traffic was rolling and we would have our separation, Aircraft X was cleared for takeoff and told about traffic on final for crossing runway. No hustle from aircraft. Trainee then told Aircraft X cleared for immediate takeoff. He still sat on the runway. Trainer keyed up and told Aircraft X to start their roll.

The runway separation was extremely close to call and in the moment the trainer decided that it was safer to let the arrival land than issue a go around and potentially cause an evasive maneuver at a critical stage of flight with another departure.

We should have just waited to clear Aircraft X for takeoff due to their tendency to be slow and spend time on the runway. Once they did not move with an immediate takeoff, take off clearance should have been canceled.

I do believe that traffic volume and complexity added and distracted the tower-team from checking every aspect of the situation (speeds, timing, rolling of aircraft), but I do not believe we should refrain from training on busy sessions like these.

## Synopsis

ATC Developmental and Instructor reported an aircraft that did not depart as anticipated with an arrival on final.

ACN: 1769832

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

ASRS Report Number.Accession Number : 1769832

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

On [date] at approximately XA:00 hours local time, I checked my Temporary Airman Certificate and realized it was expired. I have been flying a [type X aircraft] as second in command with the expired certificate. I will contact local FSDO to verify the status of the permanent certificate, and to issue a new temporary certificate. My guess is that the delay is in relation to the COVID-19 pandemic.

## Synopsis

Air carrier First Officer reported flying without a current Airmen Certificate.

ACN: 1769785

## Time / Day

Date : 202011

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Cabin Jumpseat  
Cabin Activity : Service  
Cabin Activity : Safety Related Duties  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1769785  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Company Policy

## Narrative: 1

Right before we start our landing service, Purser came to the AFT Galley and told us that a Supervisor will be meeting the flight and debrief us with the latest that one of the FOs was tested "inconclusive." After meeting with Supervisor, she explained that inconclusive does not mean it's positive, it is just inconclusive. She said we're welcomed to get tested after

we clear customs. At this point, I would like to know the result from FO test today. Maybe for privacy issue, they can't really reveal much, but some of us have trips in the next few days. In fact many of us are scheduled to fly on the X'th. How should we answer the health [related questions]?

## Synopsis

Flight Attendant reported wanting to know the results of a First Officer's COVID-19 test before upcoming trips due to concern about exposure.

ACN: 1769771

## Time / Day

Date : 202011

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1769771

Human Factors : Distraction

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

We pushed back and were starting an engine when the tug driver told us there were three more passengers coming on a bus we called ops to verify and then shut down the engine and had the tug pull us back into the gate. We opened the doors and loaded the three passengers. I then went and asked the tug driver if we were getting a new pin. He said no they were included in the original count. We then called ops to verify the passenger count. We had the Flight Attendant do a head count and the numbers matched. We closed the doors and pushed the rest of the flight was uneventful.

This was caused because of the multiple buses that are used to move passengers due to the COVID-19 social distancing. We were told all passengers were onboard. I will have the flight attendant do a head count for all flights that are done with remote parking.

## Synopsis

Air Carrier Captain reported being pulled back to the gate to receive 3 passengers who were not on the flight yet due to being transported in a different bus for COVID-19 distancing.

ACN: 1769759

## Time / Day

Date : 202011

Local Time Of Day : 1801-2400

## Environment

Light : Dawn

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : No Aircraft

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1769759

Human Factors : Workload

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Dispatch

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Primary Problem : Company Policy

## Narrative: 1

I came in for my shift on dispatch desk X and found out they had closed desk Z again. I am left here by myself no one to answer phones, watch my desk when I relieve myself or heat up dinner, as the last time this happened, my phones were ringing off the hook. This is not good leaving a dispatcher without any back up!

Management refuses to cover overtime, flights are redistributed. I had 20 releases, 17 flights in the air the first hour with two maintenance issues.

Keep the desks open!

## Synopsis



Dispatcher reported excessive workload and lack of relief is causing safety of flight issues and work rule violations due to COVID related staffing cuts.

ACN: 1769731

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1769731

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Distraction

Communication Breakdown.Party1 : Other

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Other Person

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

We work in a small office and recently the scanners for the whole shift were placed into our work area, so the agents could pick them up. We feel like it is unsafe to have so many people in such a close proximity while we have a pandemic going on. I told management it was an unsafe idea but never got any real reasoning why they needed to move it now.

## Synopsis

Airline office employee reported scanners were moved into their small room creating social distancing concerns as multiple people walk in their area to pick up the scanners.

ACN: 1769653

## Time / Day

Date : 202011

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1769653  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Flight Attendant Y informed me of a passenger in [seat] XX3 not complying with CDC mask regulations. She told me he told him 3 times. I was picking up garbage and I passed by [seat] XX3 and he had his mask off and didn't want to talk to me or put on his mask after

I gave him the [mask compliance policy] and a mask. The Captain was informed and actions were taken to meet the passenger in ZZZ.

## Synopsis

Flight Attendant reported a passenger was non-compliant with face mask policy.

ACN: 1769652

## Time / Day

Date : 202010

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1769652  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Crew  
Communication Breakdown.Party2 : Other  
Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

My flying partner [FA Y] was told to walk sideways down the aisle or I'm not sure what. There were 2 men about 400 pounds sitting at a 3 and 4 seat in back of plane. She let them know that it isn't always possible to see everything and avoid hitting people, especially with the cart. He wasn't having it. I decided to work in the back and switch with

FA Y to avoid escalation of the problem and remove her from any more contact. We sat in our own jumpseats, but switched work positions to help avoid any problems. I would like to stress that communication while masked is extremely difficult. I'm confused that the pilots are allowed to communicate without masks, but we are not allowed to do the same. I get extreme headaches every time that I am masked for long periods of time. This last time was 6 days on with about 70 hours of a mask on my face. It is starting to affect me as far as dizziness and sore throat. Our trips seem to be longer days, most being 13 hour duty days, which is almost 14 and half hours with a mask on and on/off a plane.

## Synopsis

Flight Attendant reported concerns with communication and possible health issues resulting from wearing a face mask for so long.

ACN: 1769610

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1769610

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1769605

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Runway  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
When Detected : Taxi  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

The FO told me upon our initial meeting at the gate that she had been off for the past 7 months, that she flew for the first time "yesterday" (a ZZZ1 turn), and that this was her second day back after 7 months off. While pre-flighting and briefing on the flight deck, at Gate X, Runway XXL auto-populated for departure when the FO loaded the FMC, as it usually does for a destination airport to the west (ZZZ2 in this case). I told the FO that, during COVID, we often get east side departure runways (ie, [Runway XXR in this case) when we depart from east side gates. So, I told her, she could change it to XXR now, if she wanted to, or we could leave YYL in the box, wait for our runway assignment, and I would taxi very slowly while she loaded the box if we got the east side. We left YYL in the box. We departed the Ramp from Spot X and Ground assigned XXR, which was a very short taxi from Spot X. I made the Takeoff PA, and, as I said I would, I taxied very slowly while the FO loaded the box with the new data, read the Legs page aloud (from the new runway) as I followed along on the ZZZZZ 3 Dept on my iPad, and briefed the Takeoff Data. As we were in the middle of the pad, northbound on taxiway, still fairly far from the departure end of the runway, Tower asked if we were up. The FO said we were. Tower then asked if we would be ready at the end. The FO and I briefly checked with each other and acknowledged that, yes, we would be ready at the end. In my recollection, I then heard "RNAV to ZZZZZ1, Cleared for Takeoff, XXR." I chimed the flight attendants and turned on my two Landing Light switches, which is something I purposefully only do once Cleared for Takeoff. The FO finished the checklist with plenty of time (everything was properly set up before she began it), and prior to crossing the hold short line onto XXR, she said something like, "I'm pretty sure I heard Cleared for Takeoff, but do you want me to verify with them?" I looked at my Landing Lights, saw that I had moved them to the ON position, which I 'only do' once cleared for Takeoff, and thought I specifically heard "RNAV to ZZZZZ1, Cleared for Takeoff." So, I said to her, "No. I don't need you to verify. I heard Cleared for Takeoff, too. ... But please ... verify if you want to! Do you want to?" She said something like, "No, I think we're good. We both heard the same thing." I said something like, "I specifically remember hearing "RNAV to ZZZZZ1," which they never say until they clear us for Takeoff. We're okay."

While on the Takeoff Roll and prior to V1, Tower called, "Aircraft X?" We did not answer. They called again once we were airborne and told us to fly Runway Heading. I pretty much knew at that point that we either were NOT cleared for Takeoff ... OR we WERE cleared for



Takeoff and the Tower Controller forgot that he cleared us. Shortly after that call, the Tower Controller said something like, "Aircraft X, Possible Pilot Deviation, Advise when ready to copy." And of course, at this point, I had a very sinking feeling. We copied down the number for Tower. Once clean and on our way, I sincerely apologized to the Tower and told him that, in my recollection, he asked us, while we were still fairly far back in the pad, if we would be ready at the end; we said we would; and then he cleared us 'RNAV to ZZZZ1, Cleared for Takeoff.' He apologized as well, for any confusion, and we went on our way to ZZZ1. Naturally, I had a sinking feeling that perhaps I was at fault ... but I also thought my memory of it was clear ... and I felt just a little hopeful by the fact that the FO and I both independently thought we were cleared for Takeoff. Once at the gate at destination and off of the aircraft, I called the number for ZZZ East Tower. I spoke with a very professional, very kind gentlemen who said he had listened to the tape 3 times and that we were only cleared to Line Up and Wait. I felt so very disappointed with myself at that point.

I see several causal factors in this event. The number one Causal Factor in my mind was that I should have immediately said to the FO, when she asked me if I wanted her to clarify while crossing the Hold Short Line, "Yes! Please clarify. Thank you!" If there's ANY doubt in ANYBODY'S mind, then clarify! There were other Causal Factors as well. Two: the FO was on her second day back from a 7 month leave. She was a good stick and has good general knowledge, but she was very understandably 'slower in hearing' and 'slower in doing' than she otherwise would have been had she been more current. Reduced currency of either party in a two-person cockpit, particularly on the first leg of a trip, often results in a more cumbersome, somewhat disjointed crew coordination experience. And that is how I experienced the beginning of our first leg together -- less coordinated than usual, but understandably so. I say this with no disregard or criticism of the FO, who does very good work, and is clearly a sharp, experienced, very good pilot. Three: this was our first leg together of our first day together. We were just getting used to working together as we pre-flighted and taxied out. Four: For many months now, with fewer operating flights, we are often assigned east side runways when departing from east side gates. This is something that is fairly recent in ZZZ, presumably because of reduced operations during COVID and because of runway construction on the west side. However, particularly when departing from Spots X, Y, or Z, and no other aircraft in sight (as was the case this morning), a runway XXR departure often results in a crunch period while the FO re-loads the FMC and re-verifies the departure LEGS page while I cross-check the chart. Though I did not personally feel rushed, and though the FO said she did not feel rushed, a last-minute runway change is just one more thing to do on a short taxi. Five: I long ago established in my mind that I would not turn on the Landing Lights until Cleared for Takeoff. But today, I clearly, for some reason, turned them on anyway when we were apparently NOT cleared for takeoff ... and then I fairly comfortably relied on the fact that I turned them on as further evidence that we WERE cleared for takeoff. Six: It was fairly unusual in ZZZ to be cleared for Takeoff OR Line Up and Wait, from such a distance from the runway. Today, we were still fine-tuning our crew coordination and were working in a more disjointed way than usual. I was taxiing very slowly, and while time didn't consciously seem to be a factor to me (the FO was done with all duties well before we crossed the Hold Short line and entered the runway), I was aware that the FO was briefing me, checking the box, and starting the checklist, at the time that Tower called us ... AND that we accepted an important clearance in the midst of what was actually a very busy time. It is my guess that the distractions of our work at hand, at that time, interfered with the way we each interpreted the clearance. And we later learned that we interpreted it incorrectly. I have no other explanation for the misunderstanding and am still surprised that both the FO and I jointly misunderstood.

I have several suggestions ... mostly for myself ... as to how I will prevent this type of event from occurring in the future. Starting from the beginning, in point of time ... ONE: Over the next few days I am going to give strong consideration to the idea of directing the FO to change the auto-populated runway in the FMC RTE Page AT THE GATE, to match the runway that I'm expecting for departure, or at least to match the runway that is closest to the departure gate. It will be less disruptive to change a runway during taxi out to a runway that is FARTHER AWAY from us, than it is to change a runway during taxi out to a runway that is much closer to us. TWO: As the FO loaded the runway change, briefed the takeoff data, ran the checklist, and answered the Tower's call and clearance, despite the fact that there was plenty of distance and time between us and the runway, and despite the fact that I knew I was in control of how fast I taxied (two factors I considered while all this was going on), it would have been so much wiser to tell the Tower controller to Standby rather than taking on One More Thing while on the taxi out. Perhaps if we were not so busy during that particular time when Tower called, we may have heard the proper clearance exactly as it was issued! THREE: It would have been wise to simply say to the FO, "Don't worry about time at all. We will plan on stopping short of the runway and taking a close look at all of this together." Particularly under the circumstances (the FO's lack of currency), that would have been the smart-and-considerate-Captain thing to do. I regret not making that choice. It would have removed all pressure. I will be particularly vigilant with less-current and/or new FO's, but I will also try to be mindful of this option in all circumstances. I fear that I may have rushed the FO. FOUR: It was extraordinarily foolish of me not to take the FO up on her suggestion that we clarify the clearance! She asked me if I wanted her to. I should have simply said "YES! PLEASE! And THANK YOU!" For this, I am most regretful. The answer, ALWAYS, when there is ANY doubt from ANYBODY is to say, YES, Please Clarify! FIVE: And on that note, I will no longer let my own habits lull me into any false sense of security. I have the habit of turning on the Landing Lights ONLY AFTER I have been Cleared for Takeoff. I turned on the Landing Lights while still taxiing north on taxiway, and then I allowed my own habit to lull me into a sense of security that I HAD BEEN cleared. But that was foolishness. I apparently misheard the clearance while distracted by several other obligations. The fact that I turned the lights on, or participated in any other habit of my own, does not necessarily mean I heard or interpreted anything correctly. I will be more vigilant in the future.

## Narrative: 2

Our flight was cleared to taxi to [Runway] XXR in ZZZ. We were taxiing on a parallel toward the end of XXR. There were no airplanes in line and about 200 yards from the end of runway Tower asked if we were ready at the end. I acknowledged we were. We both believed he then cleared us for takeoff. As we turned the corner toward the runway I questioned myself and asked the Captain if we were indeed cleared for takeoff. The Captain said yes, but also added I could verify if I wanted too. I felt almost sure we were cleared for takeoff, so I felt comfortable not asking tower. On takeoff roll we were told of the deviation.

This was my second day of work coming back from a 7 month leave. Although it was a short taxi I felt comfortable and prepared for the takeoff. Just prior to the "clearance" I was busy, but felt we had caught up with everything when he asked if we were going to be ready at the end. I do not know how both the Captain and myself felt certain we were cleared for takeoff. It was quite shocking to find out we were wrong. Even though I questioned myself, I really thought we were cleared to go.

My biggest takeaway is whenever I question myself on a clearance just ask ATC to clarify. That would have been the best option. In the future if I doubt myself I will do this first, if

possible. Now that I have had this experience, I will most certainly never accept a -- "TO clearance" -- so far from the end of a runway without clarifying with Tower before TO.

## Synopsis

Air Carrier flight crew reported thinking they were cleared for takeoff, but were only cleared to line up and wait.

ACN: 1769592

## Time / Day

Date : 202011

## Place

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Make Model Name : Helicopter

Crew Size.Number Of Crew : 2

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Rotorcraft

ASRS Report Number.Accession Number : 1769592

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Enroute to a patient pickup, I and the crew were notified that the patient was potentially COVID-positive. Upon acceptance of the patient, I requested a protective suit from the ground ambulance crew. At that point I became more concerned with protecting myself from infection and distracted from performing a complete and accurate pre-flight walkaround. Due to this I missed the fact that the chocks were still installed and left them at the helipad at the pickup site.

When unusual factors or outside distraction interfere with routine duties, ensure that pilots are aware (including me) that proper procedures and checklists are doublechecked before taking flight.

## Synopsis

Helicopter pilot reported being distracted during preflight due to concern about avoiding COVID-19 and left the chocks at the departure heliport.

ACN: 1769529

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 320

Relative Position.Distance.Nautical Miles : 20

Altitude.MSL.Single Value : 14800

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class E : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1769529

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Last 90 Days : 75  
Experience.Flight Crew.Type : 10500  
ASRS Report Number.Accession Number : 1769538  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Upon contacting Departure Control after takeoff, we were cleared to 16,000 feet. We were vectored west as usual. Climbing through about 14,500 feet, ATC told us to descend back to 14,000 feet saying he had given us a clearance to stop at 14,000 feet. We complied. We were never given a clearance to stop at 14,000 feet. The traffic passed a little bit later and we continued on without incident. The frequency was very congested with people stepping all over each other. If the Controller did give us a clearance to stop at 14,000 feet, we never heard, nor acknowledged it.

## Narrative: 2

Believe we were already handed off to ZZZ Center. On initial contact with them they cleared us to climb and maintain 16,000 feet MSL. Passing 14,500 feet, the Controller asked us to return to 14,000 feet MSL as he asked us to. The Pilot Monitoring stated that we never received that clearance and were climbing to 16,000 feet MSL as previously cleared. The Controller then stated that we had conflicting traffic and must go down to 14,000 feet MSL. I immediately leveled off the aircraft on the initial call and then proceeded to return to 14,000 feet MSL once the situation was clarified. The aircraft reached 15,100 feet MSL during the transition back to a descent. I am confident we never received the call to stop the climb at 14,000 feet and am sure we never responded to such a call. The radios were busy and ATCs initial call to level off may have been blocked by other transmissions.

The Crew reacted appropriately with the information we had received during the situation. It has become apparent that ATC Personnel are working multiple frequencies since the

reduction in flying due to COVID. In my opinion, the flying is returning faster than the ATC manning and causing some increased ATC workload and some communication errors.

## Synopsis

Air carrier flight crew reported ATC requested they descend back to their cleared altitude of 14,000 during departure. The flight crew stated they never heard ATC cleared them to 14,000 feet and cited frequency congestion as a contributing factor.



ACN: 1769514

## Time / Day

Date : 202011

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Supervisor / CIC

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 5

ASRS Report Number.Accession Number : 1769514

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Due to "COVID" related sick leave and lack of staffing, a south satellite CIC was not utilized during one of the three daily rushes into ZZZ. I was assigned Flight Data, but observed a problem developing with ZZZ1 Approach who handles half the feed into ZZZ. The CIC was combined to the AF position which was being staffed by a Supervisor. The Supervisor was involved with a conversation related to staffing and break rotation with other supervisors and not actively monitoring the south satellite line.

I was assigned Flight Data, however I sat down at the X position and started acting as a CIC despite not being assigned the position. X is a supervisory position and I was acting in a supervisory capacity without being delegated the duties. I am certified on the position. I could not just sit by and watch management not supervise and act according just let the controllers flounder. I ended up slowing the fix and doing all of sector Y's coordination. While he worked the traffic.

A CIC needs to be sat down any time there is a rush. At a minimum management needs to pay at least some attention to a line they are in charge of during a rush.

## Synopsis

TRACON Controller reported assuming a position to act as CIC because in reporter's mind the Supervisor CIC was not properly monitoring.

ACN: 1769502

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 15000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Corporate

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Route In Use.SID : ZZZZZ1

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 15250

Experience.Flight Crew.Last 90 Days : 64

Experience.Flight Crew.Type : 500

ASRS Report Number.Accession Number : 1769502

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Ambiguous

## Narrative: 1

This event was a complex setup with numerous contributing factors that led to a slight and uneventful course deviation on a flight from ZZZ to ZZZ1. Having spent 30+ years in the part of the US I was quite familiar with the dynamics of the environment. In preparing the flight, I ran a prelim flight plan which recommended a route I would expect, a SID that meshed with the ZZZZZ3 arrival to ZZZ1. For arrivals from the south into ZZZ1 it is customary and without exception have flown the ZZZZZ3 which runs with the arrivals and departures to several airports. There were numerous TFR's along and around the route of flight this day. I filed a flight plan using app which recommended a different route, a SID to Victor airways, no STAR into ZZZ1. It was presumed this route was preferred to accommodate the numerous TFR's. I know for certain in the app I had selected FL230 as I wanted to either be rerouted as necessary for the TFRs or be above as the TFRs were below FL180. These issues were disclosed, briefed between the two pilots prior to filing flight plan, discussed verbally in the takeoff briefing, and even added extra fuel for possible reroute. When our clearance was obtained to depart ZZZ, it was for the SID and Victor airways as filed with app, further reinforcing the presumption that it was ATC preferred due to the TFR's. The final altitude cleared was 17,000 feet due to the Victor airways chosen, not FL230 as was desired.

As we began our taxi, we were expecting Runway XX for departure which was a fairly long taxi. Traffic was light, and Ground Control stated Runway XXC was available which we accepted. This now being a very short taxi. I stated to the copilot would taxi slowly to allow time to load new departure runway in FMS, the SID chart was retrieved, compared to the FMS, and the takeoff briefing verbally amended accordingly. In doing these things, we verified only page one of the flight plan in the FMS. At this point we were not aware that in reloading the departure RW, the FMS had on the second page not only inserted a discontinuity, but had deleted two waypoints, the last one on the SID and first point on the filed Victor airway.

As we were flying the departure and level at 15,000 feet, we crossed the second to last waypoint on the SID. At this point when the FMS sequenced, the discontinuity appeared on page one. This FMS has known issues and several Service Information Letters (SIL's) from the manufacturer regarding runway changes with SIDs and STARs. Having seen the occurrence a vast number of times for arrivals when changing or loading the arrival runway after the STAR, the resolve had always been to delete the discontinuity as no waypoints had ever been seen deleted and verify altitude/speed restrictions. When the discontinuity appeared on page one of the FMS flight plan, it was simply deleted without verifying the fix meshed with the filed route. As two waypoints had also been deleted, this created the issue at hand. Soon after we crossed the waypoint in question, ATC asked if we were beginning our RH turn. This exchange revealed the error at hand and we were given a vector. Believe it was just prior to that waypoint that ATC asked if we could join the ZZZZZ3 arrival, to which we stated yes. The Controller stated this will be vectors to join the ZZZZZ3 and cleared us to 17,000 feet. At this point we inserted the missing

waypoints and queried ATC to confirm our currently assigned route. ATC again stated expect the ZZZZZ3 without confirming assigned route, and did not provide an expect to waypoint to join the ZZZZZ3. A level of uncertainty remained as the ZZZZZ3 has six (6) transitions into the arrival. We briefed and had STAR displayed to deal with the coming short notice for the join waypoint as the fixes along this arrival are close together with several altitude and speed restrictions. Throughout this event, we could hear ATC transmitting to other aircraft, but never heard other aircraft respond, thus the controller was obviously working multiple frequencies/sectors with a resulting high workload likely contributing to not providing an expect to waypoint. This also presented a certain level of distraction on our part. Once we were cleared to a waypoint on the ZZZZZ3, and with a descend via clearance, the remainder of the flight was uneventful. The slight deviation actually took us further away from the TFRs, no restricted airspace was encroached, and there were no traffic conflicts.

## Synopsis

Corporate Captain reported a track heading deviation during departure and cited ATC workload as a contributing factor.

ACN: 1769492

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 1700

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Personal

Flight Phase : Initial Climb

Route In Use : VFR Route

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 2600

Experience.Flight Crew.Last 90 Days : 30

Experience.Flight Crew.Type : 550

ASRS Report Number.Accession Number : 1769492

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was instructed by the ZZZ1 Tower after taking off on Runway XR to follow another small aircraft who had taken off before me before turning right downwind to depart to the north east. I was expecting to get clearance through the [ZZZ] Class B because the Tower had indicated so. The aircraft I was following never turned crosswind, so I initiated my turn and was a little faster than normal climb because I was trying to stay below 1,800 feet which was the bottom of the Class B airspace straight ahead. In turning right to depart to the east, I clipped the corner of the Class B surrounding ZZZ2 just to the north of ZZZ1. The Tower asked if I was familiar with the airspace around ZZZ1 and I stated that I am and that I had clipped the corner of the Class B and was expediting turning south. I thought the bottom at that point was 1,800 feet and I remained below 1,800 feet before getting south of that corner, however, after landing at home ZZZ3, I checked my actual track and saw that at that point where I briefly went in to the Class B it exists from ground to 10,000 feet, not 1,800 feet to 10,000 as I had thought. In this particular area the Class B just to the west of me showed 1,800 feet to 10,000 feet which is what I saw on my chart. Tower thanked me for getting out quickly and handed me off to ZZZ Departure who gave me an unrestricted climb to 10,500 feet, my filed encounter altitude. Departure never specifically cleared me through the Class B to the east which has a base of 4,800 feet and top of 10,000 feet, but they did give me an unrestricted climb to 10,500. It's possible that I was above 4,800 feet, on my climbout which also would have been flight in to the Class B without a specific clearance which I failed to ask for.

I have flown down to ZZZ1 3 times in the past few months and because of the reduced traffic during COVID I've been cleared through the Class B and even offered it by ATC without asking, which is unusual.

ATC is very pleasant in that area, but I thought I should report this to help others with this type of potential confusion. ZZZ1 gets a lot of local flights and the Tower issues quite a few follow another aircraft instructions as well as "stay south of highway XXX that only locals would know, I presume to stay away from the nearby Class B airspace from the ground to 10,000 feet.

## Synopsis

GA pilot reported a Class B airspace violation.

ACN: 1769383

## Time / Day

Date : 202011

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Phase : Parked

## Component

Aircraft Component : Aircraft Documentation

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Lead Technician

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Inspection Authority

ASRS Report Number.Accession Number : 1769383

Human Factors : Confusion

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

Result.General : Maintenance Action

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Chart Or Publication

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors



Contributing Factors / Situations : Procedure  
Primary Problem : Chart Or Publication

## Narrative: 1

The aircraft arrived from the hangar for the trip. We were told that the aircraft had surpassed its parking to greater than XX hours. We were told by management to accomplish parking per XX.XX.X that led us to work orders XX and XX1 before its next trip that was due out in the morning, requiring a lengthy delay and out of service condition.

The aircraft bill of work was never updated to reflect the parking orders being required before the next flight.

Find a way to monitor aircraft ground times and work requiring accomplishment.

## Synopsis

Technician reported the aircraft was parked and the parking orders never updated requiring a further maintenance delay.

ACN: 1769363

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1769363

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I am the A Flight Attendant. Passenger X was making a connection. She also needed an aisle chair. My tablet was acting glitchy and I could not pull the station flight service phone numbers. There was not a jet bridge phone and no plane phone numbers. There were 2 passengers trapped at the 1 and 2 seats while the aisle passenger was in the 3 seat. Total of 3 people stuck. Passenger X was getting very restless and stressed. I was not aware, for the passenger's safety, I was not to leave and inform the Agent of the urgency for the aisle chair. I deeply apologize, this will never happen again. Working conditions with COVID, are very stressful.

Make sure that every flight has availability to jet bridge phones numbers, to communicate with the Gate Agents.

## Synopsis

Flight Attendant reported staff shortage and poor customer service due to the COVID-19 pandemic contributed to some passengers not being able to deplane in a timely manner.

ACN: 1769359

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1769359

Human Factors : Communication Breakdown

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Guests sitting at X1 and X3.

X1 keeps coughing.

X3 is wearing the mask with bottom tie off.

X1 stood up and opened the overhead bin when the cockpit door was open during the break. I told him loudly to sit down please. He asked "Why?" I answered "Because the cockpit door is open."

X3 said "Seatbelt sign is not on."

They both say "That is so stupid." shaking their heads.

Every time X1 coughs, guests at X5 & X6 are concerned and look over to him.

Get consents from guests about staying seated during pilot breaks.

## Synopsis

Flight Attendant reported two passengers who were not complying with face mask policy did not want to remain seated while the cockpit door was open.

ACN: 1769357

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1769357

Human Factors : Communication Breakdown

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I asked a passenger multiple times to make sure his mask was covering his nose and mouth not just his chin. I made all the required announcements, so I believe 4 PAs were made referring to masks. The pilots also made an additional mask announcement. Once we got in the air the passenger took his mask off completely. We serve so much food on a two hour flight that he constantly had food in front of him. Every time I asked him to put

his mask on he would take a bite of food. Every time I looked at him, he would take a bite. I could not really give him a warning because every time I looked at him, he would take a bite of something. But he did not wear his mask the entire flight until we were cleaning up at 10,000 feet. Do we really need to serve so much food. On a two-hour flight we provide several food services. Tough to enforce the mask policy when people are constantly eating. This passenger knew better, but just refused to wear his mask. Reevaluate the amount of food served on a two hour flight.

## Synopsis

Flight Attendant reported that by providing passengers several food services allowed passengers to eat constantly and not have to comply with the face mask policy.

ACN: 1769347

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1769347

Human Factors : Situational Awareness

Human Factors : Other / Unknown

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1



There was a guest assigned X3, despite the fact the seat is blocked as per social distancing guidelines and safety of FA's.

The Customer Service Agent (CSA) refused to reseat the guest, which made me feel very uncomfortable to say the least. A CSA was informed and asked to reseat, however they refused the request, which violated the policy, jeopardizing safety of flight attendants, as well as created a major inconsistency. As a solution there was an option to move a guest traveling by themselves, like anyone from Row X-Y, that was not done by the CSA.

## Synopsis

Flight Attendant reported the blocked seat in front of the FA jumpseat was assigned to a passenger. The CSA would not reassign the passenger per social distancing policy.

ACN: 1769329

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory. TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 150

ASRS Report Number.Accession Number : 1769329

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Staffing  
Primary Problem : Ambiguous

## Narrative: 1

Was advised inflight by ZZZZZ controllers that they were unable to contact ZZZ Approach controllers. ZZZ had closed one hour early due to their reduced hours, however, there was no NOTAM in our flight plan that advised of the early closure. In addition to there being no NOTAM, ZZZ had also failed to "release" the airspace over to the Center before going home. As a result, ZZZZZ could not clear us for an approach into the airspace. We were issued holding instructions until someone in ZZZ returned to the airport to release the airspace. Initially, ZZZZZ seemed unsure if ZZZ was even open or not. I told them that they had indeed closed based off of the remarks section of the AWOS. I knew that ZZZ closed at XA00 local based on recent flights. Plus, the airport itself (Runways and taxiways) would close later due to the construction that takes place at night. However, because there were no NOTAMs for either closure this time, I thought that they would be open. We had no alternate, as the weather was good, and as such had limited time to hold. Fortunately, we eventually got clearance to proceed into ZZZ.

ZZZ ATC failed to release the airspace to ZZZZZ prior to signing off for the night. As a result, we were held until the airspace could be released. In addition, there were no NOTAMs noting the early closure of the ATC facilities at ZZZ.

## Synopsis

Air Carrier First Officer reported unable to land and entered holding due to the shortened hours of Approach Control at the destination. The destination Approach Control had failed to release the airspace before closing.

ACN: 1769137

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 37000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator.Other

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part.Other

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 180

Experience.Flight Crew.Type : 19200

ASRS Report Number.Accession Number : 1769137

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Other / Unknown

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

FL370 enroute from ZZZ to ZZZ1, we encountered an Air Traffic Controller that was clearly over saturated because of multiple frequencies or too many aircraft. Traffic in these 2 areas are returning to normal. We need more Controllers and frequencies to avoid safety of flight issues.

## Synopsis

Captain reported concerns about safety of flight issues due to ATC controllers being under staffed and overworked while having to work multiple frequencies.

ACN: 1769120

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Aircraft

Reference : X

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Flight Plan : VFR

Flight Phase : Landing

Route In Use : None

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 12.0

ASRS Report Number.Accession Number : 1769120

Human Factors : Confusion

Human Factors : Fatigue

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

Runway XXR was NOTAMed closed for 2 hours due to a crane on the departure end of the runway. Runway XXL was in use. Aircraft inbound from the west was given a right downwind entry for Runway XXL. The aircraft was sequenced to follow multiple aircraft ahead. On short final, I noticed that he appeared to be lined up for the closed runway (Runway XXR). I instructed the pilot to go-around and re-enter right traffic Runway XXL and emphasized to the pilot that Runway XXR is closed. When I cleared him to land Runway XXL, he again appeared to be lined up for XXR. I verified if he was lined up for the correct runway and on very short final, he appeared to maneuver for the correct runway.

Background: all controllers at ZZZ have been on 6 day work week for the last few months due to a shortage in staffing. Our facility has also been experiencing roughly a 20% increase in traffic volume compared to last year. In September, our traffic count index has reached the numbers for us to qualify for a level 8 upgrade. If we sustain our traffic numbers for the next couple of months, level 8 at ZZZ will become a reality once it gets approved by the National Validation Team.

We are all fatigued from the increase in traffic and the amount of overtime we have all been working. This is no doubt affecting our performance on position. Morale is down and controllers are becoming more and more impatient with pilots as a result of being over-worked. I worry that this will impact safety by increasing the possibility of human error.

I felt noticeably fatigued towards the end of my work week. If I had not been as fatigued, I may have been able to recognize the aircraft lined up for the incorrect runway sooner. Thankfully, I recognized it at the last second, but it was very close.

Yesterday, I was working CIC combined with GC. Traffic was busy. A Controller who was finishing an overlap in the back of the cab was on the phone with someone and relayed information to me. I was in the middle of working a lot of traffic on ground and what I thought I heard was to have the pilot of an Aircraft X with an XXXXX tail number call the airport manager when he lands. It turned out that the airport manager wanted us to call him when the aircraft landed. Had we had more staffing and CIC was de-combined, this information would have been properly relayed to me. I would have been able to figure out that we had to call the airport manager and not have the pilot call. Again, my lapse in judgement may have also been due to fatigue from prolonged 6 day work weeks.

For the safe of safety, the agency needs to take our staffing situation seriously. In the midst of the pandemic, our tower hours have changed to XC:00am to XO:00pm. Even though we have a staffing issue, due to the compressed tour hours, there is a good amount of overlap between controllers so we can keep LC split into 2 positions. In a little over a week, we will be going back to our normal hours which are XA:00am until XQ:00pm. This means the staffing will be spread out and during peak work hours, we may be forced to combine the LC position. As busy as it has been, it is very unsafe to work the volume of traffic we have been working with a combined LC position. This will result in 2 hour holdovers for many of us on top of the 6 day work weeks we have already been working.

We have been begging for better staffing for years. There has been word that the higher ups in our region are finally taking the situation seriously. I hope this is true and we get more staffing numbers to alleviate this serious issue.

## Synopsis

ATC Controller reported fatigue and safety concerns due to 6 day a week shifts and short staffing related to the COVID-19 pandemic.

ACN: 1769115

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZ.Airport  
State Reference : US  
Relative Position.Distance.Nautical Miles : 10  
Altitude.MSL.Single Value : 4500

## Environment

Flight Conditions : IMC  
Weather Elements / Visibility : Icing  
Light : Dusk

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Personal  
Make Model Name : Small Aircraft  
Crew Size.Number Of Crew : 1  
Operating Under FAR Part : Part 91  
Flight Plan : IFR  
Mission : Personal  
Flight Phase : Final Approach  
Route In Use : Vectors  
Airspace.Class E : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Personal  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Single Pilot  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Flight Instructor  
Experience.Flight Crew.Total : 7000  
Experience.Flight Crew.Last 90 Days : 30  
Experience.Flight Crew.Type : 1200  
ASRS Report Number.Accession Number : 1769115  
Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken



## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Weather

Primary Problem : Human Factors

## Narrative: 1

Good VFR weather and Forecast for destination, enroute, and return. Morning flight to destination was uneventful. Afternoon return flight at 6,500 feet, and 80 NM to destination an overcast layer developed. Obtained weather reports which indicated ceilings of 2,500 feet tapering to 900 feet at destination (forecast for improvement). Overcast conditions about 2,000 feet thick. Since it would be getting dark by the time I got to the destination, I elected to stay on top. Temperature at 6,500 feet was 45F (although I was flying North and knew it would decrease), surface temperatures around freezing. Obtained IFR clearance and completed ILS approach. Entered tops at 4,500 feet MSL and broke out at 2,800 feet MSL (1,400 foot ceiling). As soon as I entered the clouds the temperature dropped to freezing. Picked up about 1/8 inch of ice on the horizontal stabilizer, with less on the main wing. Windshield was warm enough and didn't have any ice.

Best option would have been to land and stay overnight--while this is always a hassle, COVID pandemic has made this even less appealing. Flying underneath a deteriorating ceiling, I believe would have been a bad option, especially at night. The weather and temperatures of the upper Midwest limit the use of an airplane without deicing equipment for six months of the year. Anything other than local flights, always plan an option for a rental car, or overnight stays, and utilize those options.

## Synopsis

GA pilot reported that, due to deteriorating weather, an overnight at a location other than the destination would have been a better idea than continuing the flight. But the COVID pandemic made the intermediate stop unappealing.

ACN: 1769100

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 200

Relative Position.Distance.Nautical Miles : 20

Altitude.MSL.Single Value : 8000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 5000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Corporate

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Test Flight / Demonstration

Flight Phase : Descent

Route In Use.STAR : ZZZZZX

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 8000

Experience.Flight Crew.Last 90 Days : 25

Experience.Flight Crew.Type : 1000

ASRS Report Number.Accession Number : 1769100

Human Factors : Training / Qualification

Human Factors : Distraction

## Events

Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Due to the COVID-19 slow down our department has flown our aircraft every X weeks to keep the plane and crew flight ready for our corporation. On this particular flight I the Captain, and the Second in Command were briefing the approach into ZZZ airport. While briefing we were headed direct to ZZZZZ intersection for the ZZZZZ6 arrival. The plane had not flown for two weeks and due to a cancelled trip I had not flown for 56 days. The Second in Command had flown a trip 2 weeks prior to this flight. On receiving the ATIS the approach advertised was different than what was usual and anticipated. So we as a crew briefed the approach thoroughly (it was noted it had some updated information). During this briefing I noticed we were below 10,000 feet, around 8,000 feet and traveling at 270 knots indicated airspeed. Upon this observation I slowed the aircraft to below 250 knots. The Controller never mentioned anything and there was no traffic noted on the TCAS or visually.

The procedure I should have done differently/better was to transfer control or to have the Second in Command brief the approach.

## Synopsis

Corporate Captain reported a speed deviation and cited lack of flying during the COVID-19 pandemic as a contributing factor.

ACN: 1769082

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Work Environment Factor : Poor Lighting

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Other / Unknown

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1769082

Human Factors : Fatigue

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Maintenance

When Detected.Other

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was moving a lift to do a door lube. When done with the R2 door I moved the lift while looking to the rear, I did not realize that the lift was in drive not reverse. While looking over my shoulder I felt the tug go forward I hit the brakes. I did not feel it strike the aircraft. I then moved the lift to the L2 door and completed the lube on the L2 door and then moved the lift back to the parking area. I did not know that I had contacted the

aircraft until notified by the Senior Manager. The lighting was poor and I had never done a door lube on this type of aircraft. I also had just come back from almost three weeks off from being quarantined for COVID-19. I was not used to night and was very tired.

When selecting the lift to Reverse it inadvertently ended up in Drive. Some of our lifts have drive forward on the gear selector and some have drive in the back of the gear selector. Shifters are not lit and some go forward to go forward and some go forward to go aft.

I really have no idea [for suggestions] other than making sure all lifts have the gear selectors the same way. Gear selector levers should be lit at night so they can be observed.

## Synopsis

Technician reported making contact with an aircraft after moving a lift in the wrong direction.

ACN: 1769072

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1769072

Human Factors : Other / Unknown

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger X that was escorted off previous flight for acting erratically and refusing to wear his mask was then given a boarding pass to fly on the flight I was working. Agent never

informed Captain or crew of this passenger's history. The only way we found out was by Captain asking agent when she came to close the flight about the information of this certain passenger! I had to ask this passenger numerous times to follow the mask policy.

Communication on the agents behalf would be a good start and for the company to actually follow through with the mask policy! I am risking my health and safety every time I come to work, it would be nice if my company would actually start to act like they care. Working on an aircraft has become a dangerous place to be. I'm begging the company to pull their head out of the sand and start taking my overall health and safety seriously!

## Synopsis

Flight Attendant reported a passenger, whom had acted erratically and refused to wear a face mask on a previous flight, was allowed to board the flight.

ACN: 1769070

## Time / Day

Date : 202010

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Cabin Activity : Deplaning  
Cabin Activity : Safety Related Duties  
Cabin Activity : Service  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1769070  
Human Factors : Distraction  
Human Factors : Workload  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
When Detected : Pre-flight  
When Detected : Aircraft In Service At Gate  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

Narrative: 1



Passenger seated on X4 continued to disregard our request for him to keep his facial covering on at all times. We asked him several times (FA's # A, B & C) but continued to disregard our request. I even gave him a face mask but still, no compliance. Passenger seated nearby in X6 was very disturbed by it.

## Synopsis

Flight Attendant reported a passenger would not comply with the face mask policy.

ACN: 1769064

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1769064

Human Factors : Communication Breakdown

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

A gentleman walked on the aircraft without a mask, I nicely asked him if he had a mask and if not, I would supply one for him. He said he did have a mask, but just needed to find it. He made his way to his seat in X6 and was putting his seatbelt on. I told him since he was in the bulkhead he'd have to stow his bags above him in the overhead bin. He is now moving around, bending down close to the gentleman beside him, who clearly looked uncomfortable. I then handed him a mask and told him he needed to put it on. He said once again, he has one. My B-FA then comes up and I inform him of the situation. B FA says to the gentleman he needs to put his mask on and the man loudly and rudely says, "Oh would you just shut your mouth!!" Now, I inform our Captain on what is happening in the back and he said, "He can't talk to you guys like that, get him off." So I tell the gate agent, she gets her manager and the security coordinator and the man is escorted off.

## Synopsis

Air carrier Flight Attendant in Charge reported a passenger became belligerent about the face mask policy and was removed from the flight.

ACN: 1769038

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1769038

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.Flight Crew : Became Reoriented

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

## Narrative: 1

On our enroute descent 30 miles west of ZZZ, ZZZ Center had to cancel our IFR flight plan due the ZZZ1 Center COVID related airspace closures. There was a miscommunication when we checked in with ZZZ Approach Control with us being VFR with the airport in sight. We picked up an IFR clearance with a Visual approach to the airport. We continued our arrival and landed uneventfully.

The cause was that ZZZ1 airspace closed and there was a communication gap between ZZZ Center and ZZZ Approach.

No suggestions, as our required cancellation of our IFR enroute with ZZZ Center and our subsequent picking up of our IFR with a visual approach from ZZZ Approach is what was required due to the ZZZ1 Airspace closures.

## Synopsis

Air carrier First Officer reported the flight's IFR flight plan was canceled near the destination airport because the ATC Center had airspace closures due to COVID-19.

ACN: 1768858

## Time / Day

Date : 202010

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC  
State Reference : US  
Altitude.MSL.Single Value : 38000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Route In Use : Direct  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 14016  
Experience.Flight Crew.Last 90 Days : 183  
Experience.Flight Crew.Type : 629  
ASRS Report Number.Accession Number : 1768858  
Human Factors : Situational Awareness  
Human Factors : Workload  
Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

The Flight Attendant (FA) in charge advised that passenger in XX10 would not wear mask and was becoming belligerent changing seats at will while disregarding FA instructions to wear his mask and return to his seat. Dispatch [was] notified. We decided to have personnel meet aircraft in ZZZ and advised that this passenger should be denied boarding on next leg to ZZZ1.

## Synopsis

Air carrier Captain reported a passenger would not comply with face mask policy and became belligerent with the Flight Attendant in Charge.

ACN: 1768832

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person.Facility : ZZZ..ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

ASRS Report Number.Accession Number : 1768832

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

When I arrived at work for my XB00-XJ00 shift there was a CIC on the Supervisor desk. The area was still combined at the mid sector (XX) except for sector XY which sits 4 inches from sector XX. Sector XY was open and staffed by a Supervisor not wearing a face covering over any part of his face other than his neck. This Supervisor has been repeatedly told to do so, but most of the time doesn't do so. The adjacent airspace was ATC zero for a positive COVID case that had been reported the previous afternoon. This Supervisor often opens this sector between XA00 and XC00 am to avoid going to stand up and also avoid any sort of volume or complexity in the airspace. I understand normally it's not an issue besides that it's an awkward configuration that confuses everyone in and around the area, but today it was much more than that. Today marked ZZZ's X confirmed positive COVID case in X days' time and X [number] in X weeks. This supervisor not



wearing a mask and opening the sector to get time was not only dangerous but just plain rude as the controllers sitting next to him were forced to work the other sectors while properly adhering to mask wearing guidance.

I wish this was the end of this report however the day progressed to be even worse. During the morning the contingency plan was abandoned and we were told we could go through the sterilized airspace however far "we felt comfortable." In fact we were told it would be OK to give IFR clearances off the ground in the sterilized airspace as well. I don't think this is a safe idea. One person's comfort level could be more than a different person's. We don't know how far frequency coverage goes into the sterilized airspace and this could result in NORDO aircraft in conflict in the airspace with no way to resolve the confliction.

To add further to this, later in the day a D-side trainee was brought to the area to give an over the shoulder for the resumption of training. 4 people were plugged in to one sector while the same Supervisor still wore his mask around his neck. This put 3 more controllers at risk unnecessarily during the middle of a facility outbreak.

This D-side trainee is now fully certified again on all the area D-sides after working a total of 1 week in the past 7 months which presents even more risk both to proficiency and also to proper social distancing measures. After this certification was complete he was used throughout the day and told to "pick a D-side" at the instruction of the Supervisor further combating any social distancing guidelines that have been set in place by state health officials, NATCA, and facility management.

If this is how ZZZ center is going to continue to operate this is only the tip of the iceberg with how much crossing paths there is since the return of normal schedules and staffing. Supervisors do not need sector currency.

## Synopsis

Center Controller reported a facility Supervisor continually does not follow state and NATCA guidelines regarding face mask policy.

ACN: 1768777

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

Maintenance Status.Records Complete : N

Maintenance Status.Required / Correct Doc On Board : N

Maintenance Status.Maintenance Type : Scheduled Maintenance

Maintenance Status.Maintenance Items Involved : Inspection

## Component

Aircraft Component : Aircraft Documentation

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1768777

Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Detector.Person : Maintenance

When Detected : Routine Inspection

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Ambiguous

Narrative: 1

Cleaning crew [was] onboard. [I] got distracted by too many cleaning personnel. [The problem was non-compliance with] Fire Bottle Overhaul Due Date.

Cleaning crew should be on after interior checks have been completed. Deep cleaning by the cleaning crew lasts longer.

## Synopsis

Technician reported being distracted by cleaning crew on board which led to non-compliance with an overhaul due date.

ACN: 1768765

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1768765

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I arrived at Flight ABC early and started sanitizing the phone and high touch-point areas in the forward galley. I also stocked the cockpit with a 6 pack of water and continued to do my security checks. C Flight Attendant arrived a little later and we chatted catching up since we last worked together. Shortly thereafter, B Flight Attendant arrived. B Flight Attendant and I started chatting and catching up since we had not worked together since 2019. Toward the end of B Flight Attendant and my conversation with C Flight Attendant present, I stated, "These are crazy times since COVID. C Flight Attendant and I have recently worked together. So that we can better protect each other and social distance as much as possible, B Flight Attendant and I can do the water service. You (B Flight Attendant) can serve from the back and I can serve from the front and that we can meet somewhere in the middle of the cabin. C Flight Attendant can pass out the snacks. We all can take turns making trash runs individually. You and I can also pass out the paperwork the same way. You can distribute paperwork starting from the back of the cabin and I will start from the front of the cabin and we will meet somewhere in the middle of the cabin." We all agreed.

C Flight Attendant and B Flight Attendant continued to chat and I continued setting up and arranging my workspace in the forward galley. As I was kneeling checking my compartment in the forward bulkhead, the First Officer walked onto the aircraft. As he was making his greeting of "Hello, I'm FO [name]," I responded "Hello, I'm (A Flight Attendant)" as I raised up to greet him. As I stood up, [the] FO and I were face to face and I was startled that he was not wearing a mask. I immediately asked while stepping back creating social distance, "Where's your mask?" FO responded, "Where's my mask?" I repeated, "Yes, where is your mask. We all need to wear our mask to help prevent the spread of the Coronavirus and to keep each other and their families safe." [The] FO reached into his pocket and pulled his face mask out of it. He then rolled his bags into the cockpit with his mask in his hand. I then pushed up the cockpit door as I completed my rev napkin and completed the security document.

Shortly after [the] FO got settled in the cockpit, he came out back into the cabin, but wearing his mask this time. He then said, "Do you feel safer now that I am wearing the mask?" I responded, "Absolutely. Thank You." He then walked further into the cabin where C Flight Attendant and B Flight Attendant were standing between the bulkhead and row X talking. [The] FO was standing with his back against the bulkhead on the Captain side of the cabin/leaning into the aisle and B Flight Attendant was in the center of the aisle between row 1 and 2; C Flight Attendant was standing in front of row X in front of the bulkhead leaning toward the aisle. The Operations agent came and informed me of the specials and that boarding would be starting [soon]. I then went to retrieve gloves from the bulkhead compartment when I noticed that B Flight Attendant was no longer wearing her mask. She had her mask in her right hand. FO did not have his mask on properly. FO's mask was dangling by one strap on his right ear hanging down the right side of his face. Both of their noses and mouths were completely exposed as they were engaging in conversations. I then stated, "Guys, we are about to start boarding and we are crew and it is very important that we all wear our masks over our nose and mouths while we are on the aircraft for our safety as well as the passengers who will be here shortly." B Flight Attendant just stared at me. No one attempted to put their masks on immediately. I then repeated, "Can I have both of you put your masks on to help the efforts of reducing the spread of COVID?" B Flight Attendant rolled her eyes at me and put her mask on covering her nose and mouth and started to walk down the aisle. FO then put on his mask and started walking back the main entrance area where I was standing.

I then initiated the high-low chime to initiate that boarding would be starting shortly. FO says, as he is looking in the mirror adjusting his mask, "Does this thing make you feel

safer?" I said, "Definitely. The masks when worn properly and with social distancing and good hand hygiene slows the spread of COVID." FO says sarcastically, "What is COVID?" I responded, "Everyone in the U.S. knows what COVID is since we have been dealing with it since March/April." FO says, "Well, I have never heard of it." I said, "It is a worldwide Pandemic therefore, you and everyone else has heard of it and knows exactly what it is for certain. The CDC, NIH, WHO, and the company have set guidelines stating that we all must wear mask on the planes. This should be second nature for all of us since most states have a mask mandate for public places since March/April."

We started boarding. The Captain came on the aircraft. He introduced himself and asked how things were going. I said, "Hi! I'm (A Flight Attendant). Everything is okay except, the FO came on the aircraft without a mask and he was condescending, sarcastic, responding to me. He said, "I wasn't here for that. I'm sorry that happened. With the exception to the mask situation is everything okay. I said, "Yes." He gave me the pre-flight briefing to pass to the other Flight Attendants. He went into the cockpit. Boarding continued.

In between the lag in the boarding process, B Flight Attendant comes up front from her boarding position in the back. She then opens the cockpit door (that I have pushed up as a protection since the pilots are not masked on the flight deck) and enters the cockpit and closed the door behind her. I continued to stay in my boarding position and continued the boarding process. After about 5-7 minutes B Flight Attendant came out of the cockpit and went back to her boarding position. We continued the boarding process. I had completed the Opening PA and secured the cabin. (C Flight Attendant) came up front to tell me that the overwing was briefed. Captain then comes out of the cockpit and asked C-FA and I if everything was okay. C-FA and I responded, "Yes."

Captain then went the back galley and talked to (B Flight Attendant) for a few minutes. During this time, I started to feel that the conversations that (B Flight Attendant) had when she entered the cockpit and their current conversation, I am the subject of discussion. So, when the Captain came back to the front of the plane I motioned for him to join me in the jetbridge to give him my version of events of (B Flight Attendant) and FO being annoyed with me for asking them to wear their masks on the plane. Since the passengers were on the plane, Captain and I stepped into the jetbridge. I told the Captain that I had asked (B Flight Attendant) and FO to put on their mask in effort to prevent or slow the spread of COVID. I told him that B Flight Attendant rolled her eyes at me and FO responded very sarcastically and condescendingly antagonizing me with a lengthy conversation regarding the mask. I did not ask anything of them outside of established protocols and guidelines established by the company, the State, and the CDC. The masks are a necessary piece of PPE that is necessary to prevent or slow the spread of COVID."

The Captain then said, "I just need to know if you are going to be comfortable working with your crew on the plane." I was startled and confused. I said, "I'm sorry, I am not understanding your line of questioning." He said, "I don't know if you are comfortable working in a small space that is not going to give you 6 feet of space between you and your crew." I said, "I am talking to you about the mask policy and you are talking about social distancing. Then it dawned on me that B Flight Attendant must have said something to him about our social distancing conversation. He then repeated, "I don't know if you are comfortable working in a small space that is not going to give you 6 feet of space between you and your crew." I then said, "WHOA, don't put words in my mouth. I never said anything about 6 feet of distancing to you or anyone else. There is ABSOLUTELY no way you can do our jobs with 6 feet of separation that is absurd and totally unrealistic. The passengers with the middle empty seat doesn't even have 6 feet between them. The C Flight Attendant sitting on row X is not 6 feet from the X jumpseat. When you briefed me

earlier you were far less than 6 feet from me and I had no issues with distance. At this very moment that we are talking you are far less than 6 feet from me and I am fine; therefore, I think you know the answer to your question. If you need me to verbally say it, then I am fine being less than 6 feet from my crew and passengers." He then said, "With everything that you have on it is hard to believe that." I said, "I am wearing my mask and gloves which the company has approved as acceptable PPE for COVID when working; therefore I do not understand why it's concerning to you as an indication that I am uncomfortable being less than 6 feet from the passengers and my crew. We all should be using reasonable social distancing, PPE, and best hygiene practices collectively to prevent or slow the spread of COVID. I am just asking that protocol is being followed regarding my crew and passengers wearing face masks."

He then asked, "Well is it protocol to close the cockpit door during boarding?" I said, "I never closed the door. The door was ajar with the latch/lock extended to prevent closing because you all (Captain and FO) did not have on mask on the flight deck and I had to remain in my boarding position that would put me in grave risk of potential COVID exposure or contracting COVID. My masks and PPE that I am wearing protects you and your family. If you and FO are in the cockpit without mask, there is nothing to protect me and my family since I must stand there for 30 minutes or longer. I used the ajar door as a protective shield for me from a potential COVID infection." He said, "You did not ask me." I said, "Sir, we obviously are having miscommunication, because you did not tell me that it bothered you." He said, "We do not have to wear masks when we are in the cockpit and when you close the door I can't hear the FO do the checks." I said, "That's a first. Most of the pilots close to door to hear better in the cockpit, but if you don't want the door ajar, then I won't do that. Will you at least wear the mask when the cockpit door is open to help protect me and my family from potentially contracting COVID since a lot of us may be asymptomatic spreaders?" He said, "So you are asking us to wear a mask in the flight deck even though that is not our protocol?" I said, "Sir, I am wearing my PPE and the passengers are wearing their PPE to protect others including you; therefore, I am asking you to wear PPE anytime you are on the plane where COVID could be potentially spread to me and others." He said, "Let me get this right. You want us to wear mask in the cockpit even though that is not our protocol." I said, "Sir, I am asking you to reciprocate the protections that I am affording you and your family by wearing my PPE properly. I am just asking for you to wear the mask to protect me and my family. How is it that we require passengers to do what we as crew are not willing to do? I have to stand in my boarding position which would be gross negligence since I would be in the path of a potential COVID exposure with no protections if you and the FO do not wear the mask with the door open. No problem. I am not willing to expose myself and my family to that level of risk. That level of consequence should not be required or expected of me while doing my job. I will have to just stand on the outside of the aircraft in front of the entrance and greet the passengers who will be wearing masks during boarding and deplaning."

He then asked, "If there is a medical emergency and the passenger needs assistance, how do I know that you will be willing to assist." I said, "Sir let's not try to make this situation bigger than it needs to be. I just had a medical situation on my flight the other day and it was not an issue. It is clearly a RISK vs BENEFIT assessment that prevails and someone's personal real dire situation would take precedent over a potential risk. It just like being in a high rise building with the room on fire. You wouldn't typically jump out the window, but in that moment the benefit of saving a life outweighs the potential of physical bodily injury." He then says, "This flight is going to be over X hours. How do I know that we will be able to be relieved to go to the rest room." I said, "That is a non-issue. You will definitely be relieved to go to the restroom. Only one Flight Attendant is required on the flight deck to relieve you all for restroom breaks. Again, do not attempt to make this

situation something that it is not or bigger than it really is. I just need for everyone to be willing to wear masks to protect the crew, passengers, and all of our families."

There were [several] ground personnel in the jetbridge overhearing our entire conversation. Captain then talked to the Ground Supervisor. I then spoke to the Ground Supervisor because it seemed that the Captain was presenting the situation to management with hypotheticals that were not an issue and paint me in a lighting that I was asking for unreasonable accommodations. I just asked that masks be worn by the whole crew. The ground supervisor then spoke to the Captain and then we all agreed that there was no longer an issue and that we would be fine working the flight. The rest of the day was uneventful. During the flight the Captain and FO were relieved for restroom breaks on both subsequent legs going and returning to ZZZ.

I placed a call to the company office once we returned, but the office was closed. I spoke to a company representative and explained my concerns of crew members not wearing their masks properly or not at all when there are so many people that have COVID, but are asymptomatic. I also expressed my concerns of pilots who have not been medically certified as COVID negative being exempt from any face covering when on the flight deck, but in close proximity to flight attendants. I also informed her that the pilots should be required to wear a mask at all times when on the aircraft, whether it be a surgical mask or an oxygen mask to protect other crew members from potential COVID exposure or COVID contraction. Is this not a reasonable request during these unprecedented times of COVID or are the flight attendants and their families dispensable and sacrificial for operational profits?

Better procedures and protocols need to be established for crew mandates for wearing mask during this COVID Pandemic. Enforcement of masks among crew members AT ALL TIMES, especially on airport property (i.e., plane's cabin, cockpit, and gate areas). Better techniques and procedures for identifying COVID symptomatic and asymptomatic [personnel].

## Synopsis

Flight Attendant reported having a disagreement with the Captain and First Officer regarding their compliance with wearing face masks.



ACN: 1768670

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 4000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Landing

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Component

Aircraft Component : MCP

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 6175

Experience.Flight Crew.Last 90 Days : 99

Experience.Flight Crew.Type : 6175

ASRS Report Number.Accession Number : 1768670

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 3572  
Experience.Flight Crew.Last 90 Days : 19  
Experience.Flight Crew.Type : 3572  
ASRS Report Number.Accession Number : 1768860  
Human Factors : Human-Machine Interface  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were on a left downwind for [Runway] XXC at ZZZ at 4,000 feet. The Captain, who has only flown 1 trip since February 2020 (and done 1 [training] event), was the pilot flying. It was at the end of a ZZZ1 - ZZZ all-nighter. Approach Control assigned us to turn left to heading 360. I acknowledged the heading assignment while the Captain entered the heading in the MCP and pushed HDG SEL which I watched him do. A few seconds later I realized that we had not started turning, so I pointed that out to the Captain who re-pushed HDG SEL. We both verified the FMA and the airplane started its turn. A few seconds later Approach called, said something about being behind the turn and gave us farther left to heading 310 which I acknowledged and the Captain dialed in. Then a few seconds later Approach called again and asked if there was something wrong with the initial heading assignment of 360 and he mentioned that we went 3 - 4 miles before actually starting our turn for 360. I answered: 'No, we dialed it in, pushed for heading but it didn't take and it just took us a few seconds to realize it.' The Controller responded with 'OK' and the rest of the flight went uneventfully.

## Narrative: 2

Final Approach Controller gave us a left turn to 350. I put 350 in the window and pushed heading select. I looked to the left to see if the airport was in sight. I did not verify the FMA. After 10-15 seconds my First Officer said, you're not turning. Immediately reselected heading select, VERIFIED the FMA and verified turn.

## Synopsis

Air carrier flight crew reported the aircraft did not start the turn as expected because they had not activated heading select.

ACN: 1768576

## Time / Day

Date : 202010

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Cabin Activity : Safety Related Duties  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1768576  
Human Factors : Confusion  
Human Factors : Communication Breakdown  
Human Factors : Physiological - Other  
Human Factors : Workload  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

Narrative: 1

Passenger refused to comply with mask policy. Flight attendants requested compliance numerous occasions by making announcements and directly communicating with the passenger. The customer continued to ignore flight attendant requests. I personally asked for compliance and so did the other FA working the aft cabin. The passenger was angry with the flight attendants and stated we singled him out. This is a setup for failure and flight attendants are going to get hurt as a result. The mask policy needs to be reassessed and other policies need to be implemented to protect the flight attendants from situations like this one. At one point the passenger was fast asleep with the mask off. The passenger was outwardly defiant and had no intentions of complying with anything we asked. I am not here to be mask police we are safety professionals. The company has to come up with a better policy to protect us. This is creating a hostile work environment because I am fearful that the passenger could retaliate with physical violence. This was a horrible experience.

## Synopsis

Captain reported a passenger was non-compliant about wearing a mask.

ACN: 1768539

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : IMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Landing

Flight Phase : Final Approach

Airspace.Class C : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1768539

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1768547  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Weather

## Narrative: 1

Flying into ZZZ. Because of the weather we setup for a CAT 2 to Runway XXL. I briefed the CAT 2 off the pages. We were cleared for the approach. I armed the approach. CAT 3, dual. I was looking outside to pick up the runway. We got the Land green. I picked up the lead in lights then the runway. I said landing. At approximately 50 feet the aircraft said retard. I retarded the thrust levers. At approximately 30 feet and descending quickly I realize the aircraft was not going to flare. I pulled back on the stick and we landed firmly. We taxied to the gate. I called the maintenance control person and explained what went on. He look at the data. He said there was a "momentary glitch" in the FMC.

I don't know if we received a flare display and neither does the FO. I think when I said landing the FO also started looking outside. We debriefed the approach and landing sequence. I think also so many of our FOs are very distracted because of the virus situation, the furloughs, etc. If we were in the military it would be a good time for a Safety Stand-down. I understand we can't do that, but it is very tough out here for the line pilots, FA, Gate Agents etc.

[I suggest] ensuring everyone does their job all the way to engine shutdown.

## Narrative: 2

On descent into ZZZ we were prepared for an ILS approach to [Runway] XXR when the weather was reporting below minimums for the approach. 3,000 RVR was reported and 4,000 RVR was needed. We requested an approach to XXL which has a CAT 2 ILS approach and were vectored around for the approach. The approach was loaded and CAT 2 autoland procedures briefed. The approach was normal breaking out at about 200 feet with blowing snow but fairly good visibility. As we approached the 40 foot flare point I was distracted and not looking at the PFD. The Captain noticed the aircraft was not flaring and

turned off the autopilot and landed the airplane firmly.

We briefed the autoland approach and I quickly reviewed the required callouts. I was distracted when we entered visual conditions and my sight was drawn outside the aircraft. I missed the flare annunciation and not sure if it was presented. Captain noticed the lack of flare and took the appropriate action landing the aircraft. If I had called out no flare at 40 feet a go-around probably would have been more appropriate.

When conducting autoland approaches the First Officer needs to remain focused on the flight mode annunciator during the whole approach all the way through rollout. Emphasis needs to be placed on this importance during the briefing. We rarely conduct autoland approaches and thus can be overlooked along with the natural tendency to want to look up and out the window when going visual on an approach.

## Synopsis

Air carrier flight crew reported a hard landing after the aircraft did not flare during a CAT 3 approach.



ACN: 1768538

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1768538

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1768541

Human Factors : Distraction

Human Factors : Situational Awareness

Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : Relief Pilot  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Flight Engineer  
Experience.Flight Crew.Total : 24300  
Experience.Flight Crew.Last 90 Days : 14  
Experience.Flight Crew.Type : 2800  
ASRS Report Number.Accession Number : 1768636  
Human Factors : Other / Unknown  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

The issue was that we departed on a revenue flight without reviewing all required forms. I was acting as First Officer and non flying pilot in a three pilot crew of Aircraft X ZZZ-ZZZ1. This was my first time working in the First Officer position in two months which was during initial OE training. We were initially setup for a departure on Runway XXR. On the taxiout we were given a last minute runway change to Runway XYR. Performance data for this runway was not provided on the release. This required me to "manually" acquire the data from the MCDU. This was the first time online or in training for me of obtaining data in this fashion. It requires me to input the current conditions at the airport. When the takeoff data printed out it was in a format that I wasn't accustomed to. I then inputted the computed speeds and verified the thrust settings were proper, we weighed less than the assumed weight, there was no tailwind, and the temperatures were correct. The Captain and Relief Pilot then reviewed the data and we all agreed we were legal for takeoff. I mistakenly assumed and convoluted the new takeoff date printout with the load closeout and this data superseded and included the load closeout information. Several hours into the flight the Relief Pilot advised myself and the Captain that the actual load closeout in fact printed out a few minutes after rotation. After reviewing the load closeout I determined the takeoff was well within the performance data I imputed. However, that

fact remains, we are required to review the load closeout prior to takeoff.

Causal factors for me include...

1. I am new on this type aircraft. I in fact picked the trip up in order to make sure I obtained enough hours to consolidate.
2. I had not worked in the First Officer position in about two months which was when I was receiving line training.
3. This was my first time be it ground training, line training, or on line where is was required to get new runway takeoff data and was not familiar with the outputted format.
4. We were rushed due to a last minute runway change.

I would be helpful if in the training environment pilots were required to at least once obtain new runway data to get the experience.

### Narrative: 2

Takeoff without load closeout. Runway change XXR to XYL. First Officer on consolidation after IOE. Received new TPS for XYL. Discussion for "takeoff data and bugs" for Runway XYL from First Officer included "weight is right on, T/O power, temp and wind. I responded to checklist item Takeoff Data and bugs with "checked Runway XYL. Normal first 5 hours of flight. After returning to flight deck from 2nd break I was advised that load close out came up on ACARS at about 1,000 feet. First Officer advised he had used TPS data. I highlighted and showed First Officer header on TPS- "This does not satisfy requirement for load closeout." Normal flight.

This is a first at XX years, I will not depart again without physical eyes on load closeout.

### Narrative: 3

I was working this flight as a relief pilot. I was in the cockpit for taxi and takeoff for this flight. I observed the CA (Captain) and FO (First Officer) complete the Before Takeoff checklist, including discussing the weather and takeoff data. Shortly after takeoff, the load closeout comes out of the printer. I thought that this was a revision to the original closeout. I could not discuss this immediately with the crew because of sterile cockpit rules. Later I mentioned to the Captain that the closeout was received about 2 minutes after takeoff. Both pilots were sure that they had the closeout and reviewed the numbers before takeoff. We searched the cockpit and could not find the load closeout. Also the closeout received after takeoff was the original numbers. All 3 of us have not flown much this year due to COVID, so that was a contributing factor, also received a runway change while taxiing out.

### Synopsis

Air carrier flight crew reported a runway change prior to departure and departing without the correct load closeout.

ACN: 1768471

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : IMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 12402

Experience.Flight Crew.Last 90 Days : 149

Experience.Flight Crew.Type : 12402

ASRS Report Number.Accession Number : 1768471

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

The Lead Flight Attendant called during cruise to report that a family of three, mother, father, and child were not complying with the company required mask policy. They had been told repeatedly to wear their masks. The child was said to be older than two. We notified Dispatch through ACARS and requested a CSR meet the flight. On arrival in ZZZ no CSR met the flight. The agent that met the flight had not been informed of the incident. A radio call to operations verified that no one in ZZZ was aware of the situation.

This is the second occurrence in one month where a CSR was requested for a level 1 or level 2 incident and no CSR or additional support met the flight. Flight deck and in-flight crews are required to participate in threat level training, and in person recurrent training, every year. The trend of our company not supporting our crews with onboard incidents is alarming.

## Synopsis

Captain reported CSR was not aware of the need for them to be present when aircraft landed due to a family not complying with face mask policy during flight.

ACN: 1768469

## Time / Day

Date : 202010

## Place

Locale Reference.ATC Facility : ZZZ.Tower  
State Reference : US  
Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X  
ATC / Advisory.Tower : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Takeoff / Launch  
Airspace.Class B : ZZZ

## Component

Aircraft Component : Pitot-Static System  
Aircraft Reference : X  
Problem : Malfunctioning

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 905  
Experience.Flight Crew.Last 90 Days : 16  
Experience.Flight Crew.Type : 905  
ASRS Report Number.Accession Number : 1768469  
Human Factors : Workload  
Human Factors : Troubleshooting  
Human Factors : Human-Machine Interface

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 8000  
Experience.Flight Crew.Last 90 Days : 34  
Experience.Flight Crew.Type : 34  
ASRS Report Number.Accession Number : 1768673  
Human Factors : Communication Breakdown  
Human Factors : Troubleshooting  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Dispatch  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Airspace Violation : All Types  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Aircraft

## Narrative: 1

Captain (CA) was PF on takeoff from ZZZ [Runway] XR. In the high speed phase, CA air data (airspeed and altitude) blanked out showing flags. Takeoff continued. Missed initial turn on the ZZZZ departure as both CA and FO lost flight directors. [I] guided CA back to SID using heading bug. Captain transferred controls to me as my air data seemed more reliable. Ran Unreliable Airspeed QRH. Determined that FO side was indeed working and regained automation per the procedure. As CA airspeed and altitude were intermittent, I became PF for rest of flight.

Discussed with CA and both agreed as a crew it was safe to continue flight. However, we forgot to discuss that we had a single altimetry system and entered RVSM. We operated in RVSM for remainder of flight. Aside for intermittent issues on Captain side, rest of flight was uneventful. It is noteworthy that the Airspeed Unreliable procedure didn't have a note regarding potential RVSM issues in the scenario of recovering a back air data and automation on one side.

## Narrative: 2

During the takeoff roll, the Captain's primary airspeed and altitude display blanked and autothrottle disengaged. Captain was PF and continued the takeoff. FO manually set takeoff thrust. We were cleared to climb via the ZZZZZ2 [departure] ZZZZZ1 transition. I was slightly late making the initial turn and FO communicated this, then used HDG SEL to return to course. I asked for flaps 5 (we had taken off using flaps 10). Once at wings level, I asked FO to take the controls and a positive transfer of controls occurred. FO appeared to have good attitude, airspeed and altitude information. FO continued to fly, and we retracted the rest of the flaps on schedule. At this point, we ran the Airspeed Unreliable checklist. We were able to confirm that the FO indeed had reliable airspeed, altitude and attitude information. We were able to re-engage the FO's flight director, and ultimately he engaged the right autopilot as well. We also determined that the autothrottle was working with the FO's flight director as master. We monitored the autothrottle closely throughout the flight and it functioned normally. We discussed the prudence and safety of continuing the flight without reliable primary airspeed and altitude information. We ultimately agreed that with the FO's side working normally, as well as having reliable standby airspeed and altitude information, that it was safe to continue the flight. The Captain's airspeed and altitude would return to normal periodically during the flight, but then blank again. This occurred throughout the flight.

I failed to notify ATC or dispatch about the failure, which would have been the correct thing to do, because of the requirements for entering RVSM airspace. Only after the flight did we realize this and debrief this as an error. We also debriefed the course deviation during the departure phase. The distraction of not having a primary display for altitude and airspeed was one reason for this deviation. Good crew communication from the FO was helpful in correcting this error and promptly returning to course.

This aircraft had a similar write-up from the previous day, and maintenance had replaced the Captain side PFD. During the preflight for our flight, the Mach airspeed warning system failed to test on the no. 1 side, so maintenance ultimately replaced the left ADIRU. We believed this to be the correct fix, since everything tested normally prior to pushback. (On a side note, we took this same aircraft the next day. Maintenance in ZZZ1 replaced the left AOA sensor and this fixed the problem.)

There were other threats that probably contributed to the errors mentioned above. Both of us had done very little flying in the weeks and months prior to this event. We were both due to lapse landing currency on date. I am new to this fleet as a Captain, and still have fewer than XXX hours in this type aircraft. My last flight prior to this flight was late August. The FO has more experience on the airplane but also hadn't flown much since March.

## Synopsis

Air carrier flight crew reported that the Captain's airspeed and altitude became unreliable and they did not notify ATC prior to entering RVSM airspace.



ACN: 1768458

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1768458  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Physiological - Other  
Human Factors : Time Pressure  
Human Factors : Confusion

## Events

Anomaly.No Specific Anomaly Occurred : All Types  
Detector.Person : Flight Crew  
When Detected : Pre-flight  
Result.General : Physical Injury / Incapacitation

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Company Policy

## Narrative: 1

From an XA:00 short call I was called at XD:00 AM for a XJ:20 two day to ZZZ. I was awake from that call and didn't have solid sleep before. This was my first trip in X months and arrived 2 hours before to departure to get prepared and do the online form for State X. The next night I slept approximately 7 hours, but awoke several times during the night

because I couldn't cool the room. I used a lot of caffeine to get through the flight home and arrived spent. 20 minutes after the trip the crew desk assigned a XF:59 flight time ZZZ1 ZZZ2 ZZZ1, 1 day on minimum rest. I was unable to get to sleep and called in fatigued. Undesirable pairing assignment along with operational fatigue.

## Synopsis

Air carrier Captain reported undesirable pairing assignment along with operational fatigue.

ACN: 1768455

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 11095

Experience.Flight Crew.Last 90 Days : 56

Experience.Flight Crew.Type : 2506

ASRS Report Number.Accession Number : 1768455

Human Factors : Communication Breakdown

Human Factors : Other / Unknown

Human Factors : Troubleshooting

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Person : 2

Reference : 2

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 18179

Experience.Flight Crew.Last 90 Days : 229

Experience.Flight Crew.Type : 4452

ASRS Report Number.Accession Number : 1768664

Human Factors : Physiological - Other  
Human Factors : Confusion  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : Y  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

COVID testing at ZZZ took approximately 45 minutes to complete. Any one individual crew member could probably have gotten through faster, but since most of the crew (pilots and flight attendants) was there at the same time, the process got very slow. The nasal swab was quite invasive. One of the pilots reported great discomfort after his test. He initially felt he was unfit for duty. However, his pain eventually subsided after approximately 15 minutes, and he decided he was fit enough to fly.

We blocked-in to ZZZZ. It was complete and utter chaos on the aircraft for the flight attendants. The Purser and the language flight attendants did a tremendous job attempting to help the customers fill out the form. Many of the customers were extremely frustrated by the slow, confusing process. This is something that Customer Service in ZZZ absolutely should have assisted passengers with before departure. There is no reason that they should have waited until arrival in ZZZZ to start this process. It took exactly one hour after block-in to deplane the passengers and crew.

After deplaning the crew was required to line up in approximately 6-7 different stations to have various health forms and passports checked, and to have our COVID-19 tests performed. The choice of tests were a nasal swab, a throat swab, or a blood test. After undergoing the uncomfortable nasal swab in ZZZ, most crew members chose the throat swab which was also uncomfortable and caused a lot of gagging, but generally better than the nasal swab. No one chose the blood test. At most of the stations the crew was simply mixed in line with the passengers. We finally exited customs, two and a half hours after block-in.

The crew was then escorted on the 15 minute walk to the back service entrance of the hotel. The service entrance was dark, smelly, and in general disrepair. The entire area around the hotel was deserted, and there seemed to be no apparent reason we couldn't be processed in through the front entrance. We finally arrived at our rooms. The entire process took exactly 3 hours from block-in.

Due to our late arrival at the hotel, we were unsure if we were going to be fed any dinner. When we initially inquired about our meals, we were told that dinner service [had] ended. It was unsettling to hear that we would not be afforded any meals since we were not allowed to leave our rooms. However, after several phone calls to the hotel/CDC staff by the Captain and the Purser, we were assured that meals would be forthcoming. Two hours and a half hours after arrival at the hotel and over five hours after block-in, meals for the crew started to arrive. Food quantity and quality were acceptable.

I don't believe there is much the company can do about the foreign country government's procedures for processing passengers and crew. However, one area we need to immediately improve upon is caring for our customers by helping them to obtain required information prior to departure. This would be extremely helpful in expediting deplaning and preventing confusion and frustration for both customers and flight attendants.

Another area we could improve upon is helping crews get through the rigorous process of health inspections and customs processing at ZZZZ. If the government would allow a company representative to be on hand, that would be extremely helpful. Our language flight attendants did their best, but at each station there were numerous question about what documents were needed, and what was to happen next.

Hopefully this information will be helpful for upcoming passenger flights from the U.S. to ZZZZ.

## Narrative: 2

I got the bag of food and a list for the layover. I'll address each item on the layover list included in the bag.

1. Let me start by saying this is the most slimy disgusting hotel I have ever stayed at. It is the ZZZZ1 airport hotel. I don't know who reviewed the hotel, but it is very run down, and lack of maintenance is very apparent, and feel that the conditions are not safe. We should not have any layovers in City Y as long as the COVID testing procedures are in effect and the government insists on keeping crews at this hotel.

2. The internet at the hotel is so slow it is not usable. I am unable to log into company system.

3. The hot oatmeal in the food bag is not edible, there is no safe water at the hotel, and no way to heat the water. The water is not safe to drink. They do offer bottled water on check-in.

4. We blocked in. We didn't get to the rooms till 3 hours [later]. This is time I am still on duty, but is not recognized.

5. We were required to undergo another round of COVID tests on arrival. I asked for and was granted the mouth swab, a few flight attendants asked for this instead of the nasal probe and were denied. On the way to the testing, they wanted us to leave our bags unattended while we went outside, to the testing center. I said, no, we will not leave our bags unattended as it was a security issue. They were not gentle with the nasal probes. Several flight attendants had sore noses after the tests, and were crying. Many said they will not come to ZZZZ again because of the invasiveness of the testing. One pilot was taken away for further scrutiny at one customs station. We were never told why. I hung back to make sure he was not taken somewhere else. I strongly recommend to not ever leave any crew behind. Stay together.

6. No company representatives were in attendance of our arrival, at least none I could tell. We could not tell who was who. No one knew what we were supposed to do. We finally, after an extensive delay found our security escort through the terminal. It took about an hour to get the passengers off the plane. Many did not have the COVID form filled out ahead of time, and were required to do this before they were let off the plane, which

meant we were also held as long as there were passengers on the plane.

7. We went through 3 different customs/COVID paperwork stations. At each station we waited for another set of paperwork to be filled out, greatly extending the time required to get to the hotel.

8. A customs employee walked us to the hotel to the back entrance. Water damage, moldy, run down hallways, and a rusty elevator that looks like it hasn't been maintained for the last decade was our route.

9. The room itself is not too bad, and is as described in the handout, except for temperature control.

10. I called several times, and asked the hotel representative about the food, no one had any answers about when or what kind of food would come. Finally, 1.5 hours after we arrived, food was delivered to the room. However, no room service, no menu, no food choices at all. Again, no information of any kind was available.

11. No fire sprinklers in the room, meaning it's not safe in the event of an emergency. If you have to leave the room in case of emergency, you do not have a room key and cannot get back into your room.

12. Unable to control the temperature in the room. It was uncomfortably warm.

13. The time to leave the hotel is set at 2 hours before departure. For a paper XX hour layover, we ended up with [4 hours less] in the room. These times need to be accounted for [to] make sure there is adequate layover time in the room, as well as duty day after block in, and prior to flight planning.

In conclusion, the procedures the Country officials have in place for our arrival are excessive and unneeded. Due to the treatment during the COVID tests, I will not be coming back on this trip again. The hotel is abysmal. Nowhere near in contractual compliance. Why [are we] even entertaining allowing flights/layovers here with the disgusting conditions? We should not be staying here and we need to stop this ASAP. No one in charge knows anything about the procedures, or has any answers for our [foreign language] speakers.

## Synopsis

Air carrier flight crew reported encountering multiple delays as passengers and crew members deplaned and went through a foreign country's required COVID-19 protocols. Crew also reported concerns with the layover accommodations.

ACN: 1768450

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZ1.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 3136

Experience.Flight Crew.Last 90 Days : 36

Experience.Flight Crew.Type : 3136

ASRS Report Number.Accession Number : 1768450

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 3361

Experience.Flight Crew.Last 90 Days : 53

Experience.Flight Crew.Type : 3361  
ASRS Report Number.Accession Number : 1768472

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance  
Detector.Automation : Aircraft Other Automation  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

After the parking checklist was completed we found a ACARS printout informing us of an overweight landing. The printout listed the Max Structural Landing weight of 146,300, the actual landing weight section was blank. Using our ZFW and arrival gate fuel we were approximately 200 pounds overweight on landing. This overweight landing was due to two shortened routings we received by ATC saving time and fuel. We completed a post flight debriefing which included a review of the OFP (Off-line Flight Planning) - FMS INIT LOAD section. The flight was dispatched to land only 568 pounds below max structural landing weight. We failed to identify this threat before departure or enroute which led to the subsequent error.

Our expectation bias of recent low passenger loads and light aircraft combined with a lack of recency of experience was a threat we didn't identify properly. Plus in past experiences if a potential landing weight concern exists, Dispatchers have highlighted this threat as a note in the OFP.

## Narrative: 2

After arrival to the gate we received an overweight landing message. After reviewing our ZFW and fuel load we determined that we landed approximately 200 lbs over max landing weight. After discussion between the CA and I we agreed a lack of CRM was the ultimate cause of the deviation. My thought process was as follows:

Our flight from ZZZ to ZZZ1 was planned to land almost 1,000 lbs below MLW. As part of my pre-flight planning I always note the spread between both takeoff and landing weight verses the maximum values. A 1,000 lbs gap on landing did not stand out to me as something I would need to worry about. During our flight to ZZZ1 we received a number of shortcuts that shortened our route, and early in the flight we were certainly heavy on the fuel. However, as we neared the top of descent our fuel number vs the HOWGOZIT had dropped and was just several hundred pounds heavy.

When requesting the landing data our FMC wt was about 3,000 lbs over MLW, and while it mentally recognized this, I did not verbalize it to make sure the CA was also aware (again in my mind I was not thinking landing weight was going to be an issue). I also did not mention our weight as a potential threat during my arrival briefing.

## Synopsis



Air carrier flight crew reported an overweight landing.

ACN: 1768441

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 2669  
Experience.Flight Crew.Last 90 Days : 120  
Experience.Flight Crew.Type : 120  
ASRS Report Number.Accession Number : 1768441  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Time Pressure  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Yet again we are having problems with passengers not wearing their masks when told to, multiple times. In this case a passenger was told repeatedly by the purser to wear his mask. He was irritated and would not comply. I made a PA announcement to reinforce the purser's statements to him. He reluctantly complied, but then continued to be disruptive so the purser and I decided he should be removed from the aircraft. We called for a Supervisor to assist. The passenger was removed to the jetway where a heated discussion took place. I made it very clear that I wanted the passenger removed from the flight. Several supervisors showed up and again my decision to remove this passenger was second guessed. This went on for 30 minutes. In hindsight I guess I should have called Operations to end this never-ending discussion going on between the passenger and supervisors, but I shouldn't have to resort to that. I wanted the passenger removed and it wasn't happening. To not delay all our other passengers further the purser and I agreed to take him back on the aircraft. Later in the flight the passenger was intimidating the purser by staring at her and lowering his mask below his nose.

## Synopsis

Air carrier Captain reported wanting to remove a passenger for not complying with face mask policy, but was over ruled by supervisors. The passenger intimidated the Purser during flight and was still non-compliant with face mask policy.

ACN: 1768437

## Time / Day

Date : 202010  
Local Time Of Day : 1201-1800

## Place

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

## Environment

Flight Conditions : IMC

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 12595  
Experience.Flight Crew.Last 90 Days : 132  
Experience.Flight Crew.Type : 9607  
ASRS Report Number.Accession Number : 1768437  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Other Person  
When Detected : Aircraft In Service At Gate  
Result.General : Flight Cancelled / Delayed  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Ambiguous

## Narrative: 1

We flew the airplane in from ZZZ1 on Flight ABC, arriving late at XA:05L. We were late due to the previous flight arriving late into ZZZ1 and then circuitous ATC routing for an arrival from the NE (ZZZZ Intersection, ZZZZ1 STAR). Because of our late arrival our outbound flight was designated a quick turn. During this Pandemic, NO flight should be designated a quick turn or the time required to accomplish a quick turn should be greatly increased. During this Pandemic, designating a flight a quick turn leads to all the well-intentioned folks on the ground becoming rushed. Operations designates blame if the quick turn is not accomplished in the allotted time and this further complicates and rushes activities. Cleaning is rushed or inadequate, time required to spray the aircraft is not accounted for in the quick turn time. Catering is rushed, deplaning and boarding take much longer during the Pandemic, gate agents become rushed and mechanics are rushed to fix or defer any maintenance issues. This rushing leads to intense time pressure, mistakes in judgment and errors in execution, all of which could lead to an accident or incident.

Fortunately, there was not an accident or an incident on this flight. There were a few errors, however. During the Pandemic, ZZZ Catering has not been boarding any special meals, so the Captain had to leave the airplane to obtain a meal that he could eat. This takes some time to accomplish in a crowded ZZZ Airport around dinner time.

During the Pandemic, I (the Captain) accomplish a short pre-flight safety briefing to the passengers with special emphasis on seat belt usage during climbout, descent or during any en-route turbulence and proper mask wear throughout the flight to prevent the spread of COVID. Boarding had been completed, catering was finishing up as I started my PA with the cockpit door closed. The Gate Agent opened the cockpit door and without waiting a beat, announced loudly, "You got everything you need?" When I held up my hand to silence the Gate Agent because I was in the middle of making a PA, the Gate Agent turned to the FO and asked him loudly, "Well, do you got everything you need?" I stopped making my safety PA, put on my mask and told the Agent that "I'll be done in a minute, I'd like you to leave the cockpit, so that I can finish making my PA. I'll come let you know when I'm done; please shut the door on your way out." The Gate Agent turned and left the cockpit, but did not close the cockpit. I got up, slammed the cockpit door shut and made a few loud choice remarks to myself. The choice comments were definitely an error on my part. I composed myself and then finished making my safety PA. Shortly thereafter, I put my mask back on, exited the cockpit and told the Gate Agent that we had everything we needed and the Gate Agent could close the Cabin Door. The Gate Agent closed the cabin door, I returned to the cockpit and we accomplished the Before Push Checklist.

I checked in with the ground crew and she told me that catering had noticed some large scratches around Door 1R and that the Mechanic was telling her not to push. I asked to speak with the Mechanic and she promptly put him on the headset. The Mechanic had invalidated our current maintenance release and explained that catering had noticed several large scratches around Door 1R. He would need to measure the scratches and then go check the aircraft maintenance history to see if they had previously been noted and properly recorded. I told the FAs, made an announcement about the delay and turned the seat belt sign off. I asked the FO to call Operations and have them bring the jetway back

to the airplane. In a couple of minutes, the Agent returned the jetway to the aircraft and Door 1L was opened. During a Pandemic, it is not the time to keep passengers wearing masks, trapped on an airplane. Just having an opportunity to leave the airplane actually reduces the stress and anxiety to feel the need to do so. 15 minutes into the delay, a Maintenance Supervisor got on the headset and said we'd have a new maintenance release in 7 - 10 minutes. We got a new maintenance release in about 8 minutes, closed Door 1L, turned on the seat belt sign and pushed back 38 minutes late. We arrived safely in ZZZ3, only 14 minutes late.

Before departing, I quickly reviewed the new maintenance release, which looked OK in spite of it not showing a new write-up or a new / previously inspected / signed-off of the scratches around Door 1R. If it's important enough to delay an already late flight by another 25 minutes, it's important enough to write up the scratches or notate that those scratches were previously recorded and within limits. I don't believe there's anything wrong with adding a 2nd written sign-off to a previously recorded or to a verbally added maintenance gripe, but it would be helpful if the flight crew knew about it. Whenever pilots call in a maintenance gripe we are always advised to follow it up. If the rampers or catering verbally reports a maintenance gripe to a mechanic, then that mechanic should likewise have to make a written report of the gripe. He can then appropriately sign it off, defer it or notate as previously inspected. Verbally noting, recording and signing off of a valid maintenance gripe leaves much to be desired. I'll say it again, if it's important enough to delay an already late flight by another 25 minutes, it's important enough to write it up.

## Synopsis

Air carrier Captain reported concerns relating to a quick turn of an aircraft and the flight being delayed due to scratches found on a door requiring a new maintenance release.

ACN: 1768435

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1768435

Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

I was scheduled for the re-qualification X course. I requested a warm up sim and was denied by Person X going through my chief pilot office. Person X claims that warm up sims are a waste of time and don't improve an already high pass rate. Person X said training is designed to catch any lack of proficiency prior to the CQLOE [Continuing Qualification Line Operational Evaluation], so a warm up sim isn't necessary as normal training will catch any lack of proficiency.

I did the traditional re-qualification X course in month after being off the type X aircraft for X years. I only flew about 90 hours on the type X aircraft prior to the reduction of flying. I haven't flown since the middle of month. I thought requesting a warm up sim was reasonable considering my lack of recency/proficiency on the type X aircraft, and a new very short re-qualification course.

The new re-qualification X course has several areas that aren't covered prior to the LOE

[Line Operational Evaluation]. In the curriculum, it shows the initial 3 sims all start engines running on the runway. There is no practicing flows, FMS work on the ground, starting engines, or normal ground ops getting to the runway which are some of the most high risk areas. There is no time built into the curriculum to work on procedures for people that have [not] flown for 8-9 months and didn't have much recency.

I feel the company is focused on pushing through as many people through as quickly as possible when the company let them lose currency. I don't feel that the new re-qualification X course is appropriate or safe for all pilots that can be trained under it. There should be other recency requirements for pilots to be trained under the new re-qualification X.

## Synopsis

Air carrier First Officer reported requesting a warm up simulation prior to a re-qualification simulation and was denied.



ACN: 1768393

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1768393

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 40

ASRS Report Number.Accession Number : 1768427  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Aircraft was stopped at intersection X waiting to taxi to [Runway] XR. Last ground instruction was to use Taxiway E, but then was changed to follow company off right by different Controller. FO and I both missed transition to Taxiway F instruction. Controller said "No big deal," but it was clearly a pilot error in not understanding and reading back correctly the instructions. Day five of flying led to slight fatigue, coupled with change of ATC instructions leading to failure.

## Narrative: 2

We were approaching ramp number [X] from the gate for departure. Contacted Ground for taxi clearance. They instructed us to proceed onto Taxiway Echo westbound to Runway YR; the rest of the transmission was difficult to understand. We, instead, turned westbound on Taxiway Foxtrot. While I was trying to interpret what the second part of the transmission while I was starting the number one engine, a second Controller informed us of our error. Lots of time compression and task loading along with part of the Ground Controller's transmission being difficult to understand. The airport was busy; lots of aircraft simultaneously taxiing in and out with numerous 'stepped on' transmissions. An additional 'additive condition' was the Ground Controller's transmission. I believe a contributing factor was mask wearing in the Controller facility. If this is true, they need to standardize what type of masks they wear and work harder to enunciate their syllables.

## Synopsis

Air carrier flight crew reported turning the wrong way on taxiway due to not clearly understanding Controller instructions. FO stated controllers wearing face masks could have contributed to them not clearly understanding the clearance.

ACN: 1768391

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 9000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Departure

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 9

ASRS Report Number.Accession Number : 1768391

Human Factors : Other / Unknown

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Issued Advisory / Alert  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Aircraft X overflight at 9,000 and Aircraft Y departed a satellite airport with 9,000 as his final altitude. I was working numerous aircraft doing IFR practice approaches in our airspace with weather that aircraft were starting to deviate around. I noticed these two aircraft were on converging courses about 5 miles separation between the two. I gave both aircraft heading altitudes and called traffic to try and keep separation. They got within about 2 to 2.5 miles lateral before altitude separation was established. It has been a difficult day as it's the first day being back on our bid schedule. Only having one day off after numerous months of time off between work sessions to recuperate. More positions open and not being able to maintain social distance, which is now requiring to wear a mask the entire time working. I am required to wear glasses all the time and wearing the mask is causing fogging of my glasses as my mask moves when I talk. Which is causing a distraction.

[I recommend being] more vigilant of altitudes. Eliminate or limit distractions or things distracting me. Maybe ask for a split of positions since some distractions like a mask can't be eliminated at this time allowing for more time to overcome the distraction.

## Synopsis

TRACON Controller reported an airborne conflict and cited distraction caused by having to wear a face mask.

ACN: 1768383

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Corporate

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : VFR

Mission : Training

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 7250

Experience.Flight Crew.Last 90 Days : 30

Experience.Flight Crew.Type : 1850

ASRS Report Number.Accession Number : 1768383

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Chart Or Publication

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Our operation was just notified on Date 3 that our aircraft registration expired on Date 1. I operated one training flight as SIC. The flight was on Date 2. I am guilty of just looking to ensure that the document was on the airplane, while completely disregarding my duty to ensure that it was valid. A contributing factor to this is that the aircraft registration is addressed to our company headquarters, which is a different address than our operations base hangar. Due to COVID related staffing at our headquarters, our FAA reminder postcards were never delivered to our hangar. Again, it is my responsibility as a flying crew member to ensure that the correct paperwork is on the aircraft prior to each flight.

We have instituted the following changes to ensure that this does not happen again: 1) Added the registration expiration to our maintenance tracking software. This will flag our maintenance team when expiration is close to occurrence. This will also be printed on the preflight form that all pilots utilize. 2) Training will occur and language will be added to our General Operations Manual (GOM) and/or expanded normal procedures document emphasizing the action to ensure that a valid registration is onboard the aircraft. 3) A consultancy company has been hired in ZZZ1 to automatically renew our registration and deliver it directly to our hangar.

## Synopsis

Pilot reported flying an aircraft without current registration.

ACN: 1768327

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 11000

Experience.Flight Crew.Last 90 Days : 105

Experience.Flight Crew.Type : 105

ASRS Report Number.Accession Number : 1768327

Human Factors : Distraction

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

The issue we had was that we departed on a revenue flight without reviewing all required forms. I was acting as First Officer and non flying pilot in a three pilot crew. This was my first time working in the First Officer position in X months which was in initial training.

We were initially setup for a departure on Runway XXR. On the taxi out we were given a last minute runway change to Runway XYR. Performance Data for this runway was not provided on the release. This required me to "manually" acquire the data from the MCDU. This was the first time online or in training for me of obtaining data in this fashion. It required me to input the current conditions at the airport. When the takeoff data printed out it was in a format that I was accustomed to. I imputed the computed speeds and verified the thrust settings were proper, we weighed less than the maximum allowed assumed weight, the current winds were within tolerances, and that the temperatures were correct. The Captain and Relief Pilot then reviewed the data and all agreed we were legal to takeoff. I mistakenly assumed that we had already received the load closeout and because of this the data I obtained superseded that and the load closeout data was contained with the new takeoff data.

Several hours into the flight the Relief Pilot advised myself and the Captain that the load close out in fact printed out a few minutes after rotation. After reviewing the closeout I determined the takeoff was well within the performance data I imputed. However, we are required to review the load closeout prior to takeoff.

## Synopsis

Air carrier First Officer reported departing without the correct flight load closeout paperwork.



ACN: 1768283

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 003

Relative Position.Distance.Nautical Miles : 1

Altitude.MSL.Single Value : 1300

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Taxi

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Flight Phase : Initial Climb

Route In Use.SID : ZZZZX

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Taxi

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Flight Engineer

Experience.Flight Crew.Total : 28600

Experience.Flight Crew.Last 90 Days : 50

Experience.Flight Crew.Type : 3000

ASRS Report Number.Accession Number : 1768283

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I was the PNF on this leg. The Captain was in the cockpit and started the right engine while I loaded equipment on board. I closed the main cabin door and briefed the passengers. This was their second leg with us so the briefing was abbreviated since a full briefing was given on the prior leg. I was in a COVID mask and it was warm outside (82 degrees). After the load I entered the cockpit and strapped in. I received a briefing on the clearance and we started the left engine. I was a bit rushed and I didn't review the departure procedure plate as thoroughly as I should have. We departed [Runway] XXR and I didn't hear or the captain didn't call for me to select NAV on the MCP. Therefore, we were late to make the required right turn to 025 degrees. The Tower asked us to begin the turn. I was rushed, hot and distracted by the COVID mask a bit. I should have prompted the NAV selection if the Captain didn't call for it. This was not a DP where there is a complicated course. It is RNAV but basically a heading to a vector. The heading change was subtle and I reviewed the DP in a hurry.

## Synopsis

Air taxi First Officer reported a track heading deviation during departure.

ACN: 1768272

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 230

Relative Position.Distance.Nautical Miles : 15

Altitude.MSL.Single Value : 2000

## Environment

Flight Conditions : IMC

Weather Elements / Visibility.Visibility : 6

Light : Daylight

Ceiling.Single Value : 1000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 680

Experience.Flight Crew.Last 90 Days : 30

Experience.Flight Crew.Type : 365

ASRS Report Number.Accession Number : 1768272

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued Advisory / Alert  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

While flying at an altitude of 3,000 feet, ATC assigned new altitude of 2,500 feet. I mistakenly entered 2,000 feet in my autopilot. Once leveling out at 2,000 feet ATC informed me of my error and reassigned existing altitude (2,000 feet) as my new altitude.

I believe this occurred due to a heightened work load environment I was experiencing at the time, rapid fire instructions being given by Controller within his busy airspace, and my reduced flight proficiency due to fewer hours flown over the prior several months. I plan on making a concerted effort to fly at a minimum of once per week to maintain suitable level of proficiency.

## Synopsis

GA pilot reported an altitude excursion and cited lack of flying as a contributing factor.

ACN: 1768223

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1768223

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

On our third and final flight after an exceedingly long day with an early sign in, out of a remote co-terminal, (3 legs, with a 3 hour sit out of ZZZ1 having to leave my house at XA:00am to catch the shuttle) and dealing with mechanical issues, stressful delays, and upset passengers along the way, I became distracted when a dead heading crew member wanted to move his seat to a completely empty row in the unusually empty last flight, in order to increase social distancing.

He moved to the exit row seat XX4, and was talking to me during boarding about changing seats, seniority, furloughs, and the general state of things. The boarding was very short and the lead flight attendant said to prepare, I had thought she meant the cabin, and she had actually meant the doors.

She did the all call and I answered the phone but, being caught off guard, I failed to arm the doors, because I had still been talking to the deadheading crew member who would be working the return flight. Then I proceeded to head up to 2L and R, (which is my demo position,) to do the safety demo. During the demo the Captain called back to ask us to check the 2 and 3, L and R doors.

I verified the 2 L and R doors were armed and went to check my doors (the 3 L and R doors,) and realized they were disarmed. I immediately corrected the situation by arming the doors, and called the cockpit to verify. The cockpit confirmed, and we resumed the safety demo.

In the future I will NOT allow myself to become distracted from my door procedures by any and all outside influences. I have never failed to arm a door before, and realize now how easy it is to slip up on a long day when we let our guard down, and allow outside factors to affect us. I will practice constant vigilance in the future.

Also, I will visually verify and crosschecked myself during the all call, to make certain that the doors are armed, and if I would have done that this time, instead of being distracted, I would have noticed that the doors were Not in fact armed, and been able to correct the issue immediately rather than after the fact.

## Synopsis

Flight Attendant reported being distracted and not arming two assigned doors.

ACN: 1768219

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Deplaning  
Cabin Activity : Safety Related Duties  
Cabin Activity : Service  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1768219  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Workload  
Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I started work of a 3 day trip. 1st day 13 hour duty day so almost 15 hours with mask on!! I tried to take several masks (maybe 15). She said I could only take so much and I replied it gets wet so often I need to change it, especially if airline requires me to talk to people as much as we do. She finally gave me more. If I am required to wear something that I know is harming my health at least let me do less harm by changing it constantly. Then I was denied access to the bus because of social distancing. Airline must pick and choose which guidelines it would like to follow because every seat is taken and there is no social distancing on an airplane, but I can't even get to work to get to the packed airplane cause I need to social distance. This trip had 2 legs with severe turbulence. I am the one that has to sit in a passenger seat. I don't get the harness to keep my body from slamming all over the place. Yes, people were crying and screaming, that is how bad it was. But unfortunately our pilots took off without asking if we were okay. Wow, but the next flight into ZZZ1, she screamed over the PA to sit immediately!!! First officer made sure we were safe and apologized forever on how bad she felt with the last minute notice. I again was thrown to my seat and no harness. It is difficult to pass information on to each other that the passengers probably shouldn't hear, but there is no choice if I need to know. The FA in the back has to yell to me, not only because of a mask, but because I am so far away. Again, safety and security is tossed aside. After the 13 hour duty day my head was throbbing. I again get severe headaches the longer I am masked. These days are just too long wearing a mask and now they put out an article to the public about the safety of wearing a mask on a plane. I can do the same and say mask wearing does nothing. Both articles would be correct, because they aren't peer reviewed science. Science doesn't lie, people do.

## Synopsis

Flight Attendant reported concerns with having to wear a face mask for so long throughout trips.



ACN: 1768208

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Environment

Flight Conditions : IMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Corporate

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Initial Approach

Airspace.Class C : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1768208

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1768209  
Human Factors : Confusion  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

ILS approach into ZZZ. I briefed the approach with course and frequency and confirmed the points in the FMS. Vectors to final were activated and I missed the course was not set on the inbound and I think when I briefed the frequency I was reading the frequency from NAV 2. We turned inbound and not seeing the errors I told the PNF that he had control, but this time we were well above the GS. We notified ATC that we were going to go missed and were given new instructions. After the missed, I reset the inbound course and reset the frequency. I then told the PNF that I had control and the next approach was done to a safe landing.

I haven't flown in several months and the other pilot was his second flight in this type aircraft. I believe was a contributing factor on this approach.

## Narrative: 2

While being vectored to the ILS for Runway XX, the crew noticed that the localizer failed to auto-tune when the approach was armed. When it was determined that the course was not going to be captured the pilot transferred the auto pilot to the pilot monitoring side where the localizer did tune correctly. However, by this time the aircraft had flown through the course. The autopilot attempted to capture the course, but completed one or two "S" turns. The crew agreed that the approach was not stabilized and we indicated to ATC that we intended to go-around and try the approach again. We were given vectors and an altitude and were cleared for the approach again. The following approach to landing was completed without issue.

Crew should have been more vigilant to ensure that the correct NAV frequency was tuned and the decision to transfer the coupled side autopilot could have been made earlier.

## Synopsis

Corporate flight crew reported an unstabilized approach resulting in a missed approach/go-around.

ACN: 1768195

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1768195

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was PM for this leg back to ZZZ1. We were cleared for takeoff on Runway XX, lined up on the runway, and I gave the controls to the FO. He set the thrust levers to CLIMB and called "set thrust." I checked the stack and verified the N1 indications were in the carats and stated "thrust set." I failed to push the thrust levers into the TOGA detent and neither of us noticed. The remainder of the takeoff was uneventful. When performing the after takeoff flow I realized that the thrust levers were already in the climb detent.

This was my first trip on the type aircraft since being checked out earlier this month. I have exclusively flown the different version of aircraft type for the last X months and have not become accustomed to setting the thrust in Aircraft X compared to the previous type aircraft. I was a type Y aircraft FO before upgrading into this type aircraft so my time in all three variants is very limited. I had only done three legs in this type aircraft as PM before today, the rest of the legs being as PF to practice landings. My habit of pushing the thrust levers past the climb detent and into the TOGA detent has not been set yet, as for the majority of my legs I was only setting them to CLIMB, then the PM pushing them up to TOGA before I put my hand back.

I need to fly this type aircraft more often to become/stay proficient. It also would have been better to do OE in this type of aircraft sooner to start those habits earlier and not get into such a groove in only the other type aircraft. I guarantee I will never make the same mistake again as it was quite a shock when I realized what I had/had not done.

## Synopsis

Air carrier Captain reported failing to push the thrust levers into the TOGA detent before takeoff.

ACN: 1768161

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 6000

## Environment

Flight Conditions : IMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Engineer

Experience.Flight Crew.Total : 13282

Experience.Flight Crew.Last 90 Days : 171

Experience.Flight Crew.Type : 3654

ASRS Report Number.Accession Number : 1768161

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 17350  
Experience.Flight Crew.Last 90 Days : 125  
Experience.Flight Crew.Type : 2738  
ASRS Report Number.Accession Number : 1768451  
Human Factors : Distraction

## Events

Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

We were on Departure out of ZZZ on the ZZZ 4 from Runway XXR W intersection. The flying FO executed TO and initial left turn and then the subsequent right turn to 220 and started the level off at 2,500. ATC then issued climb to 6,000. Followed shortly by an additional right turn. The Captain changed the heading bug at about the time he would normally have called for 5 for 6 for level off. We were at high rate of climb and the flying FO started the level off late and ballooned through 6,000 feet to approx 6,400-6,500 feet and quickly corrected back to 6000.

## Narrative: 2

I was the pilot flying on Aircraft X, ZZZ-ZZZZ. We were cleared on the ZZZ4 Departure, maintain 2,500 feet. I was hand flying the departure. We were cleared to a new heading of 050 and altitude of 6,000 feet. I turned to the new heading as I continued to climb to our cleared altitude of 6,000 feet. While in the turn, I realized I had passed 6,000 feet and the altitude box turned yellow. I immediately stopped climbing and descended back to 6,000 feet. The highest altitude was 6,380 feet. ATC commented to us to maintain 6,000 feet. There were no other issues regarding the altitude deviation.

Other issues:

At about 30 minutes from departure, we had an issue regarding deadheading flight attendants that were exposed to a COVID-19 positive flight attendant on their crew. We had an extensive discussion with the company representatives from Flight Operations, Dispatch, Medlink, and Inflight Services. This situation was very distracting to the pre-flight planning and the subsequent departure.

I believe it was an influence in my altitude deviation.

I deviated from the altitude clearance of 6,000 feet. I allowed the aircraft to reach an altitude of 6,380 feet.

## Synopsis

Air carrier flight crew reported an altitude deviation during departure.

ACN: 1768082

## Time / Day

Date : 202010

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Dispatch : Dispatcher  
Qualification.Dispatch : Dispatcher  
ASRS Report Number.Accession Number : 1768082  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Troubleshooting  
Human Factors : Workload  
Human Factors : Time Pressure  
Communication Breakdown.Party1 : Dispatch  
Communication Breakdown.Party2 : Other  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Inflight Event / Encounter : Fuel Issue  
Detector.Person : Other Person  
When Detected : In-flight  
Result.Flight Crew : Diverted

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Staffing  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

Narrative: 1

Aircraft X released by previous shift Dispatcher ZZZZ-ZZZ as a re-release flight plan as is normal. After I took over and flight had been in air for several hours over mid-Ocean, we received a no-notice NOTAM advising that ZZZ Center was going to be closing from XA: 30z-XC: 00z for COVID cleaning. Aircraft X planned right through that airspace during that time frame (release prepared well before NOTAM was ever issued or any notice was received). Spoke with both ZZZ Center watch desk who stated that absolutely no traffic would be allowed through, no matter when they departed and if they didn't have enough fuel to go-around, they would have to land. Attempted multiple different routings around ZZZ [Center] airspace but not enough to circumnavigate. Consequently, flight had to divert to ZZZ1 for fuel.

This was caused by ZZZ Center failing to provide notice of a closure in a timely manner as other centers have done when they have needed to close. Also at issue is why it requires shutting down the entire facility while someone sprays disinfectant. Absolutely no reason why Controller stations can't be shut down a few at a time to enable continued, if limited operation rather than a total shutdown.

FAA needs to establish contingency plans for each center to remain open for at least a minimal level of service during COVID cleanings. As an essential safety function, it is unacceptable for them to just decide to go ATC zero when planes are already in the air.

## Synopsis

Dispatcher reported late notice for a Center to be closed for COVID cleaning, which resulted in a divert.



ACN: 1768056

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1768056

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1768062

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I received the inbound aircraft with an open AML write up for the aft cabin FA handset PA function inoperative. The interphone function was operative. I briefed the affected FAs on alternate communications as per the MEL. Maintenance personnel arrived at the aircraft just prior to departure and deferred the aft cabin handset as inoperative per the MEL. I received the AML, reviewed and signed it. While receiving the AML, myself, the FAs and the agents were dealing with a boarded passenger not properly wearing a face covering. All issues were resolved just in time to make departure which was otherwise uneventful. Shortly after getting airborne I realized that I had gotten distracted prior to departure and I had neglected to receive an amended release for the MEL item.

[I was] Distracted by operational, maintenance and passenger issues. Be more diligent.

## Narrative: 2

There was an MEL write up for rear cabin phone unable to do a PA. It was deferred, but we forgot to get an amended release with the MEL on it before we took off.

Cause - Flying a red eye. Late night departure.

## Synopsis

Air carrier flight crew reported being distracted prior to departure and neglected to receive an amended release for an MEL item.

ACN: 1768032

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 11304

Experience.Flight Crew.Last 90 Days : 85

Experience.Flight Crew.Type : 11304

ASRS Report Number.Accession Number : 1768032

Human Factors : Distraction

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Upon starting number two engine, the FO miss-configured the pneumatics panel and left [the] left pack in auto. Could be due to both packs in high instead of auto while at the gate and boarding due to COVID-19. When number two N2 didn't rise to a normal RPM the FO mistakenly closed the cross feed valve instead of the left pack valve. The N2 RPM began to decrease. We realized what happened and did the memory item, the QRC, then the QRH. No engine limitations were exceeded. The subsequent start was normal.

## Synopsis

Air carrier Captain reported taking off with the pneumatics panel misconfigured and the left pack in Auto.

ACN: 1768014

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 6000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1768014

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Troubleshooting

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Aircraft X [had] a pre-departure issue [that] contributed to a late and rushed departure and a distraction that affected the crew. Next the Runway XXR departure had a new heading clearance and a new altitude assignment in rapid succession that contributed to the distraction of PM not making the 1,000 foot call while trying to set new heading.

Prior to departure there was an issue that required the flight crew to discuss with Dispatch, the FOM and FA crew regarding X deadheading ZZZZ based FAs that had been exposed to COVID-19. With 25 minutes prior to departure I found out that deadheading FAs on my flight had been exposed to a COVID positive crew member for an extensive period of time and would be sitting in Area X with other revenue passengers. They had been cleared to travel by being asymptomatic with no temperature. The outcome was my decision to not allow them to travel on my flight with some pushback and pressure to have them fly. The crew was upset with the way this was handled. Once resolved we quickly finished prep and briefed to get flight pushed.

First Officer was flying the departure off of XXR at Intersection 1. Takeoff was normal with the typical busy departure of an initial XX0 heading then back to YY0 heading with an initial level off of 2,500 feet. Just as FO was heading YY0 and approaching 2,500 feet altitude we received a climb to 6,000 feet and a heading of OZO degrees which was more than XA0 degrees to the right. I acknowledged clearance and reset MCP to 6,000 feet with VVM sop. I then started to slowly spin the heading knob to heading of OZO so as not to induce a left turn because it was more than XA0 degrees from our current heading. While maintaining traffic watch and setting the new heading the FO went through 6,000 feet and I saw the 300 feet amber warning and an altitude of 6,380 as the FO was already correcting. This all occurred within a 30-45 second time frame. The remainder of departure was uneventful.

Once at altitude we debriefed as a crew and outlined contributing factors:

1. Pre-departure issue with COVID-19 deadheading crew members and airline's poor handling and pressure was a distracting and still on top of mind.
2. PM while setting MCP with ATC instructions was distracted and missed the sop 1,000 foot call (5,000 feet approaching 6,000 feet)
3. IRO started to put times on Master flight plan below 10,000 and was also not monitoring the PF and ATC clearance.

## Synopsis

Air carrier Captain reported they overshot an assigned altitude during departure.

ACN: 1768000

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1768000

Human Factors : Distraction

Human Factors : Confusion

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I observed the C Flight Attendant in the jetway in close proximity to other Company Employees without her mask on. I informed her that Company policy required use of a mask. Instead of putting on her mask, she initiated a phone call on her mobile phone and

proceeded to walk onto the aircraft and down the length of the cabin aisle to the rear galley. It should be noted that while she walked down the aisle talking on her phone and with her mask off, there were approximately 12 through passengers on board the aircraft.

## Synopsis

Air carrier Captain reported a Flight Attendant was not wearing a face mask and walking down the aisle of the aircraft with through passengers on board during a stop.



ACN: 1767981

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Environment

Light : Night

Ceiling : CLR

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

Cabin Lighting : Low

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

Experience.Flight Attendant.Total : 35

Experience.Flight Attendant.Airline Total : 35

Experience.Flight Attendant.Number Of Acft Qualified On : 3

Experience.Flight Attendant.Type : 90

ASRS Report Number.Accession Number : 1767981

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We had approximately XXX passengers in coach. Many of the passengers were traveling in large groups/families. All came on with masks, but during boarding, masks started to come off and many were worn under the nose. It was a bit chaotic during boarding because about 1/2 of the passengers remained standing in the aisle, looked around to change seats, etc. PAs were made and we followed the new COVID-19 guidelines. However, during the flight, almost all of the many children would not wear their masks. Many of the adults wore their masks under their nose or not at all. We spent the entire flight reminding them to wear the masks. The parents did not enforce this with the children. Passengers around the families complained about the lack of social distancing because of the standing and no masks. I had to re-seat passengers who felt unsafe.

As a crew member, I felt we followed what was expected of us; however, there were so many passengers who did not follow the COVID-19 prevention guidelines. I do feel that we as flight attendants and passengers traveling in the coach cabin were at higher risk of being exposed to COVID-19 if anyone on the flight was infected. Many of [the] passengers were in non-compliance in all phases of the flight. The purser came back to speak with the groups that were not in compliance, but it did not change the behavior of the passengers. Additionally, we were over the Ocean, any threat of landing immediately to remove the non-compliant passengers could not be accomplished.

## Synopsis

Flight Attendant reported numerous passengers did not complying with face policy during flight.

ACN: 1767928

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1767928

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Family seated in Row XX traveling with an infant in the car seat. Father was seated in XX3 with 2 small children in XX1 and XX2. Mother sat in XX4 and put car seat into XX5. After takeoff the Mother moved back one row leaving the baby in the car seat unattended. She was also sleeping without a face mask. D FA woke Mother to tell her that she needed to

put on her mask and also talked to the Father and told him that the Mother needed to sit in the row with the baby. She explained that there was a safety concern that should there be a decompression there was no one within reach of the baby to apply the oxygen mask. The Father spoke to the Mother, but she refused to return to her seat with the baby.

Baby in car seat was unattended for most of the flight. Safety concern as baby in car seat was unattended while the Mother slept in the row behind the baby. Unable to get the Mother to return to the seat next to the baby. Family needs to agree to wearing masks and being responsible for their baby before they are allowed to fly again.

## Synopsis

Flight Attendant reported a mother leaving a baby in the car seat and sitting in the row behind the infant. Mother refused to wear a face mask and return to row where infant was.

ACN: 1767922

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1767922

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : Pre-flight

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

As we were nearing the end of boarding the CSA came and asked if we'd allow a commuting Flight Attendant to sit in X6. As [Flight Attendant] A I stated I didn't believe we could do that as we're not allowed to sit on the Jumpseat seat together. CSA stated it was "Up to us" actually said it was "up to the D Flight Attendant." I couldn't find anything regarding that in my EFB and the D Flight Attendant said she didn't care. So we took the CSA at her word and went with the commuter sitting in X6.

Upon arriving into ZZZ this morning I asked a Supervisor and she stated NO, no one is allowed by FAA to sit in X6 if there is a D Flight Attendant in X4.

If questions arise with new "COVID" Jumpseat or any other procedures I don't feel is correct. Take the time to contact a Supervisor to get the correct answer.

## Synopsis

Flight Attendant reported not being sure if a commuting Flight Attendant is allowed to sit in a specific seat when another Flight Attendant is sitting in adjacent seat.

ACN: 1767905

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1767905

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was the A FA on this flight. I proceeded down the aisle. I saw seat number XX1 without a mask and I said, "Hey, you have to wear your mask." He just rolled his eyes and pull the

mask from his neck. Just as I finished, a lady was in front of me headed to her seat. I turned and walked back up front until she could get to her seat. I immediately returned to the back and passenger XXA had the mask pulled back down to his neck. I did exactly the same thing again, very politely, I stated, "Hey, you have to wear your mask." He looked at me and said, "Shut up." I responded, sorry, what did you say? He removed the mask and yelled very loudly, "SHUT UP!" and that's what I did and walked away. I proceeded to the back to inform the crew what had transpired and before I could finish, Flight Attendant Y asked me was it the guy with the X hair [style] at the window and I said yes, how do you know? He stated he had asked him several times already and once during boarding. At that time passenger in [seat] XY4 had come to the back and told me that the gate agents had an issue with him at the gate and during boarding before we left ZZZ about the mask and he has been a nuisance the whole time. I just said OK. I proceeded back to the front of the aircraft and when I looked at him, the mask was back down around his neck. I informed the Captain. Honestly, I felt like if this man is bold enough to scream "SHUT UP" at me in the cabin, there is no limits. I was too afraid to say anything else to him. He continued the flight without a mask. I discussed this with the Captain. The crew and I agreed he would become belligerent. We informed the Captain of such. A CSA met us at the gate and I just know she spoke with him and stated he had the mask off when she approached him. Passengers were complaining about him not wearing a mask. He does not need to fly if he cannot comply. Also, the CSA in ZZZ did not inform us/me of his previous behavior. He should not have been allowed to fly. It would have been helpful if we knew in advance.

## Synopsis

Flight Attendant reported a passenger was confrontational and refused to wear a face mask.



ACN: 1767899

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1767899

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Passenger

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

On final, as I was collecting trash and doing compliance, my mask slipped and revealed part of my nose. Passenger in seat X1 (I think) loudly told me to cover my nose. Both

hands were busy, but I stopped and adjusted it. Passenger was unhappy and reported me to the A FA.

## Synopsis

Flight Attendant reported being called out by a passenger when the mask covering the Flight Attendant slipped and revealed part of the nose.

ACN: 1767894

## Time / Day

Date : 202010

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Boarding  
Cabin Activity : Service  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1767894  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

A young passenger, with a chronic congested cough was seated in seat X6. He was not wearing a mask. He was traveling with his father. I asked the father that his son comply with airline policy and wear a mask. The father said he did not need to comply because he has asthma. He said his inhaler was in the overhead bin. I asked if he needed help to get

the inhaler, the father said no. He never got the young passenger the inhaler. I walked by 20 minutes later and son was still unmasked. I asked if he would please wear his mask. Passenger became angry, asked my name and said he was going to write a disparaging letter. Passenger coughed throughout the flight.

I don't have an answer. There is no provision for anyone to fly over the age of 2 to be unmasked.

## Synopsis

Flight Attendant reported a passenger did not comply with face mask policy due to medical reasons.

ACN: 1767838

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 80

ASRS Report Number.Accession Number : 1767838

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger in [seat] X1 on board appeared intoxicated and was non-complaint of wearing [a] face mask during the boarding process.

Passenger in X1 on board appeared intoxicated and was non-compliant of wearing mask during the boarding process. I, the Captain, was approached in the jet bridge prior to the passenger boarding that the passenger [would be assessed] if he was fit to be on board. The passenger was allowed on board, but shortly after was removed for his non-compliance of face mask after being asked multiple times to wear it. He appeared intoxicated.

## Synopsis

Air carrier Captain reported a possibly intoxicated passenger was removed from the flight for non-compliance with face mask policy.

ACN: 1767832

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1767832

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1767833

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

A passenger initially would not wear a mask. The flight attendants gave the passenger a few warnings and moved the passenger to the back and the passenger agreed to wear the mask. The flight attendants reported to me that the passenger was compliant and we were good to depart. The following day the flight attendants informed me that the passenger was possibly intoxicated and should have been removed.

Cause - Desire by the flight attendant to be lenient and not remove a passenger if not absolutely needed. Too much focus on mask compliance and forgetting about intoxication regulations.

Increase communication on cabin discrepancies to increase awareness.

## Narrative: 2

A passenger was non-compliant about wearing their mask during the boarding phase of the flight. After several warnings and moving the passenger to another section of the aircraft, the flight attendants reported the passenger was wearing their mask and we initiated the flight to ZZZ1. The following day, the flight attendants made us aware that the passenger was potentially intoxicated.

Bring concerns about the mask compliance and communication between the flight attendants and the pilots. Enhanced communication between the pilots and flight attendants during irregularities within the cabin and passengers.

## Synopsis

Air carrier flight crew reported a possibly intoxicated passenger was non-compliant with face mask policy.



ACN: 1767818

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1767818

Human Factors : Other / Unknown

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was the flying pilot. I rolled onto Runway XL and selected TOGA by accident prior to thrust reaching 40%. Probably selected TOGA [at] approximately 25%. Very little split in thrust upon full spool up, held brake upon realizing my mistake so to prevent adverse movement of aircraft. No issues and continued normal departure.

This was my first trip to fly since month. This was an accident that I realized had taken place as soon as it took place. I need to pause and think before selecting TOGA.

## Synopsis

Air carrier First Officer reported he selected TOGA before the engines had reached 40%.

ACN: 1767811

## Time / Day

Date : 202010

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC  
State Reference : US  
Altitude.MSL.Single Value : 36000

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1767811  
Human Factors : Distraction  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Had been issued a block altitude clearance and been changing altitude as needed within that block (related to turbulence) for several hours. Requested deviation around weather. ATC granted 50 NM. During deviation, descended from FL370 to FL360 due to turbulence. When ATC requested that we confirm altitude, signaled that something was amiss. Reread the deviation message...both of us had previously missed the cancellation of our block clearance- we both thought we still had one. Climbed back to FL370 and flight continued normally to destination.

There were several [causes], speaking only for myself. This was my first flight after nearly X months off due to COVID. I still feel confident, but out of practice. [I] was in seat 5+ hours when event occurred, energy was waning a bit. New to the X type aircraft fleet and just consolidated prior to extended time off. Had only crossed Ocean X twice and unfamiliar with "the norms" (Didn't know that ATC tends to cancel block clearances in conjunction with another instruction/clearance over Ocean X.) Expected that an altitude clearance/cancellation would be communicated on its own, not included with weather deviation. Due to aforementioned factors, regrettably didn't register the block cancellation. Captain evidently didn't either.

I admit and sincerely apologize for the error, however; altitude clearances are critical to our safety and should be given separately from any other clearance or instruction. One CPDLC message sounds (one chime in the flight deck) - I believe it's human to expect the message to address one thing, not two. It's easier to miss the 2nd item if clearances are combined, especially after many hours sitting with low activity. My suggestion is to send the weather deviation clearance as one message (one chime) and the block altitude cancellation as a separate message (2nd chime.)

## Synopsis

Air carrier First Officer reported an altitude deviation after descending to avoid turbulence. The crew thought they were still cleared to a block altitude, but realized they were not after ATC asked them to confirm their altitude.

ACN: 1767761

## Time / Day

Date : 202010  
Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower  
State Reference : US  
Altitude.MSL.Single Value : 2000

## Aircraft : 1

Reference : X  
ATC / Advisory.Tower : ZZZ  
Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear  
Crew Size.Number Of Crew : 1  
Operating Under FAR Part : Part 91  
Flight Plan : IFR  
Flight Phase : Takeoff / Launch  
Route In Use : Vectors  
Airspace.Class C : ZZZ

## Aircraft : 2

Reference : Y  
ATC / Advisory.Tower : ZZZ  
Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer  
Crew Size.Number Of Crew : 1  
Operating Under FAR Part : Part 91  
Flight Plan : IFR  
Flight Phase : Final Approach  
Route In Use.Other  
Airspace.Class C : ZZZ

## Person

Reference : 1  
Location Of Person.Facility : ZZZ.Tower  
Reporter Organization : Government  
Function.Air Traffic Control : Local  
Function.Air Traffic Control : Supervisor / CIC  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1  
ASRS Report Number.Accession Number : 1767761  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Human Factors : Distraction  
Human Factors : Workload  
Human Factors : Situational Awareness  
Human Factors : Time Pressure  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued Advisory / Alert  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was working Local Control and Tower CIC. Aircraft Y was on final to Runway X and Aircraft X was ready to depart Runway Y. I cleared Aircraft X for takeoff and issued a right turn heading 210. The proper heading for the departure was 120, per LOA. I transposed the numbers and missed my error on the readback. After I observed Aircraft X start his turn, he began to enter a cloud layer and I switched him to departure. A few moments later, I realized my error upon watching the radar. I issued a traffic call to Aircraft Y on approach and he called Aircraft X in sight. No TCAS resolution or CA alert were issued for aircraft proximity.

I believe the only recommendations I could make to stop this sort of incident from occurring would be to develop Standard Instrument Departures at ZZZ, which I am not sure is feasible. Also, I believe the COVID-19 staffing needs to be changed, and more personnel brought back to mitigate the lack of for control positions and lack of oversight. (ZZZ is reverting to a more normal staffing schedule during Pay Period XX).

## Synopsis

Tower Controller reported inadvertently giving an incorrect heading to a departing aircraft resulting in a conflict with an aircraft on final.

ACN: 1767758

## Time / Day

Date : 202010  
Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON  
State Reference : US  
Altitude.MSL.Single Value : 2600

## Aircraft : 1

Reference : X  
ATC / Advisory.TRACON : ZZZ  
Aircraft Operator : Fractional  
Make Model Name : Small Transport, Low Wing, 2 Turbojet Eng  
Crew Size.Number Of Crew : 2  
Flight Plan : IFR  
Flight Phase : Final Approach  
Route In Use.Other  
Airspace.Class D : ZZZ

## Aircraft : 2

Reference : Y  
ATC / Advisory.TRACON : ZZZ  
Aircraft Operator : Air Carrier  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Final Approach  
Route In Use.Other  
Airspace.Class D : ZZZ

## Person

Reference : 1  
Location Of Person.Facility : ZZZ.TRACON  
Reporter Organization : Government  
Function.Air Traffic Control : Supervisor / CIC  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 22  
ASRS Report Number.Accession Number : 1767758  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Confusion

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

We are concluding our last week of COVID scheduling. Normal operations during this reduced staffing period involve two open sectors: Combined Sector Name X (aka, The West Side with Sector 1 and Sector 2) and [other combined Sector Y] (aka, The East Side with Sector 3 and Sector 4). The West Side is generally a little busier because it handles most airport approaches save ZZZ1. The East Side is mostly departures. Splitting up the West Side in order to diffuse traffic would require opening both [Sector 1 and Sector 2] because the "[Combined Sector name] only" traffic isn't very busy. This would require a minimum of 4 CPCs and I only have five to cover the shift.

Complexity picked up when "Controller A" was working, so I went to an unused scope to help assist where needed (make/take hand offs, update data blocks, highlight untracked VFR targets, etc.) During this time of day, the airport was reporting haze and between 4 and 5 miles of visibility. The ILS is out at ZZZ2 and we use the VOR-B which under ideal circumstances works similar to the ILS but aircraft can hang the altitude up higher all the way to the VOR. This is unusual but not unheard of in VFR situations. In fact, to my recollection, all aircraft had executed the VOR-B in a "straight in" manner which produces a sharper rate of descent. The traffic started to subside and Controller A was being relieved by Controller B. I returned to the Supervisor Desk to attend to some things there. When the controller on [Sector Y] got relieved, he alerted me to the fact that there may have been a separation error over ZZZ2 involving Aircraft X, ZZZ2 arrival on the VOR B and Aircraft Y on the ILS to ZZZ3. When I reviewed the replay, there indeed was a LoSS [Lack of Standard Separation]. Aircraft X remained at 026 until the VOR and then circled to right traffic to land, conflicting with Aircraft Y before divergence. Controller A's expectation had led him not to employ positive separation nor highlight the potential conflict to Controller B in the relief briefing. Further, Controller B never caught the development of the conflict nor issued a Traffic Alert after notified (late) by ZZZ2 Tower as to Aircraft X's intentions. I discussed this with both controller. Also, Controller A has been dealing with personal family issues. He had been given the opportunity to take as much time away from work as he needed, but indicated he wanted to work. He had not shown any outward signs of fatigue or stress in his work, but it should probably be noted.

There are no set procedures or training in how to account for this because of the dynamics of the traffic load and who has responsibility to "stagger" approaches in a manner to ensure separation. For example, a general rule of thumb might be that the [Sector 2] controller will stagger ZZZ2 arrivals for the Sector 1 controller, because the controller has more airspace to work with. But what if the majority of traffic is ZZZ2 arrivals? What if both airports have heavy inbounds? The problem is alleviated greatly when the ILS is put back in service, but when the area is experiencing IFR conditions, a "go-around" produces the same problem. Because of the airport s' proximity to one another, the mountains to the east and the ZZZ4 BRAVO to the south, there aren't other approach options available. Adding an emphasis for these scenarios in classroom training should probably be



incorporated as a "trap" to watch for, and mitigation strategies to account for it. This is a known issue, but a long term workable solution has been problematic and always seems to fall back on the controller fighting expectation bias and ensuring standard separation in a complex scenario. Perhaps a long range proximity alert system that helped a controller highlight these potential conflicts specific to this dynamic would help remind controllers that this needs careful monitoring at a minimum, advanced planning and positive separation at a maximum.

## Synopsis

TRACON Front Line Manager reported a loss of separation and cited traffic complexity and staffing as contributing factors.

ACN: 1767753

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 900

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Flight Phase : Taxi

Route In Use : None

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Supervisor / CIC

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 15

ASRS Report Number.Accession Number : 1767753

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Incursion : Runway  
Detector.Automation : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Contributing Factors / Situations : Procedure  
Primary Problem : Staffing

## Narrative: 1

I was the FLM on duty in the Tower cab providing OJTI to a CPC at the time of the incident. I was explaining MORs (Mandatory Occurrence Report) and significant events notifications and showing the CPC where to find the contact numbers. Traffic was light and there were only two positions open as per the COVID staffing, LC1/LC2/LA were combined as CD/FD/GC were also combined. I had one other person on a break.

While giving instruction and demonstrating required activity for significant MORs to the CPC, I heard the ASDE-X alarm "Runway XR go-around" I immediately looked up and scanned Runway XR to assess the situation and determine what caused the alarm. I observed Aircraft Y, 1/2 mile final landing on Runway XR and a small GA aircraft on Taxiway [5] turning South on Taxiway [3]. I didn't observe any other targets or obstructions on the runway surface area. At that time Aircraft Y was already flaring out on the runway. I then asked the LC Controller why wasn't Aircraft Y sent around. The Controller responded, "The other aircraft cleared the runway." I then informed the Controller if the safety logic says to send someone around on a runway which the aircraft was landing it was mandatory to comply. The Controller advised me that they thought it was safer to land than send the aircraft around. I then informed the Controller that we are obligated to send the aircraft around per the JO7110.65 and if the pilot decided to land anyway then I would have a conversation with the pilot.

Remind controllers that the safety logic overrides same runway separation and that it's mandatory to comply with the safety logic instructions. I did have this conversation with my crew after the incident and was shocked to know they weren't aware of this and thought it was a discretionary decision.

## Synopsis

Tower Front Line Manager reported a runway incursion and concerns with the Local Controller not issuing a go-around instruction to an aircraft landing on the same runway.

ACN: 1767704

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1767704

Human Factors : Confusion

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Aircraft X, Passenger X who was with her husband stated she was unable to wear her mask due to a medical condition and provided a letter. I explained that she was supposed to inform the gate agent. She stated, "The gate agent was rushing us through." My major concern was she wore her mask as she entered the plane the forward Flight Attendant later informed me and kept it on up until we were in flight. I politely asked her to cover her nose with the mask and that's when she handed me the letter.

In any event I know we have a procedure that passengers go through with medical and we should be notified on our departure report; nevertheless, I never want to be put in a situation like this again and my concerns are how to handle a situation like this in the near future. I was scared to insist she put her mask on because her letter never disclosed her illness and I didn't know whether her illness/es were a matter of life or death if she was to wear her mask. My other concerns are the risk she could have put my passengers and crew in.

Customer did not go through proper channels to clear medical.

## Synopsis

Flight Attendant reported a passenger did not go through proper channels to clear medical in regards to not having to wear a face mask.

ACN: 1767688

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Component

Aircraft Component : Autothrottle/Speed Control

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1767688

Human Factors : Training / Qualification

Human Factors : Confusion

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1767685

Human Factors : Confusion  
Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected.Other  
Result.General : Flight Cancelled / Delayed  
Result.Flight Crew : Returned To Gate  
Result.Flight Crew : Rejected Takeoff

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were cleared for takeoff on [Runway] XXL in ZZZ. As pilot flying, I advanced the throttles to 40% and heard the Captain call "stable." I started hunting for the TO/GA button and was sure I found it. The autothrottle arm switch disengaged. The Captain reengaged the switch twice. It disengaged twice as I tried commanding takeoff power. We canceled takeoff clearance, taxied clear and called maintenance which resulted in an MEL for autothrottles. After all paperwork and communication was complete, the departure was normal. Once we were at altitude on the transit, I started thinking through the scenario in greater detail and realized that I may have pressed the autothrottle disengage button rather than the TO/GA button.

This flight was my first at the controls in almost two months. I have less than a year of experience on the plane. I reviewed many things prior to my first day back, but TO/GA switch selection was one that I didn't specifically think about and it caught me off guard with less than ideal muscle memory.

## Narrative: 2

FO was pilot flying. On takeoff autothrottles did not advance thrust levers when TOGA was pushed and A/T ARM switch clicked to the off position. I reset the A/T switch twice. Again the switch clicked to the down position. We then taxied clear of the runway and contacted maintenance to MEL the A/T system.

At cruise the FO realized that he probably had been pushing the A/T disengage button instead of the TOGA buttons.

## Synopsis

Air carrier flight crew reported the FO may have pressed the autothrottle disengage button rather than the TO/GA button during takeoff roll. The flight crew rejected the takeoff and cited the FO's lack of flying as a contributing factor.

ACN: 1767674

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person : Company

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1767674

Human Factors : Situational Awareness

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1768071

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Dispatch



When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Flight was to depart at XA:00z at XA:02Z I received alert message that a MEL was added, I immediately messaged ramp agent on teams to ensure they voided the positions. I did not send the MEL to the crew as I thought I had. The crew did not [ask for it] either. Later at approximately XA:45Z I recalled that I had not sent and uplinked to the crew.

I was so concentrated on ensuring the ramp new asap as the flight was past departure time, I forgot to send the crew the MEL. I was also busy updating crews in flight with new weather.

My process is usually not to acknowledge a message until I have handled it. I did not follow that in this case. I acknowledge the message, sent the info to ZZZ ramp and forgot to send the MEL to crew as I was working other things. I will not be straying from this process again.

## Narrative: 2

After the load was complete and the door was closed the ramp agent got our attention from the ground and said Maintenance was fixing the paperwork. We told them that they had already updated the release documentation previously. We reopened the main door to get a new release documentation. We understood that Maintenance had repaired a broken cargo floor lock. It turns out that there was a broken cargo lock that required an MEL. We were never told by the load crew that there was a problem, they probably avoided the cockpit due to the COVID virus. The new release documentation had an MEL added that we should have relayed to operations before takeoff. We realized we had missed the addition of the MEL when operations sent us an ACARS message at approximately 18,000 feet. The confusion could have been cleared up with a brief conversation with either Maintenance or the ramp to be informed of the failed lock.

Confusion due to not being informed by the load crew or Maintenance of a cargo lock failure. We were initially delayed for the release documentation being rewritten and thought that was the new delay. Clear, concise communication with load crew and Maintenance on aircraft status. Also carefully reading the new release documentation for additional MEL items.

## Synopsis

Air carrier Captain and Dispatcher reported missing a document that was needed before departure. Dispatch sent the document when aircraft was airborne.

ACN: 1767595

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Flight Phase : Landing

Route In Use : Visual Approach

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Phase : Taxi

Route In Use : Visual Approach

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Ground

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (mon) : .8

ASRS Report Number.Accession Number : 1767595

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway

Anomaly.Ground Incursion : Runway

Detector.Person : Air Traffic Control

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Staffing  
Contributing Factors / Situations : Procedure  
Primary Problem : Staffing

## Narrative: 1

Aircraft X was on landing roll for Runway XXR. I called LC2 (training) to give permission to cross after Aircraft X lands. LC2 had crossed Aircraft Y at taxiway [letter] prior to me calling. Inquiring after LC2 had meant to cross another aircraft for his runway. He called to the wrong aircraft. LC2 Controllers have been training all day and have not had good breaks. I was working all day heavy traffic as well with minimal breaks. We were pushing 100-150 movement hours. Staffing included 2 CPC's, 1 OS and 1 trainee for the morning, a second OS came at XA:00. We all pushed hours and took minimal or no breaks due to staffing and traffic would not stop. I told Aircraft X to turn left at Runway Y when I meant [taxiway name and number], but my mind felt like mush. I believe the trainee made an error due to fatigue as I was also very fatigued from numerous complex requests today. Training has been pushed on the trainee to "help the facility." I believe this has put undue stress on the trainee to save the facility since we only have X working CPC's on schedule currently. The pressure to work long hours maximize time on position and 6 days a week for months on end has taken its toll on us.

I recommend adequate staffing for the facility. I understand we need to push training but pressure should not be on a trainee to "save the facility," when this is an agency issue. I recommend management push for good breaks for proper cool downs so we can take on traffic with more of a sound and ready mind. Some controllers take on everything without regard for their selves due to trying to perform for the agency. This is a big safety issue.

## Synopsis

Ground Controller reported a runway incursion due to communication issues with Local Control. Reporter stated staffing issues contributed to the event.

ACN: 1767532

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1767532

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Passenger was being pulled off the aircraft due to non-compliance of wearing a face mask. I was in the front galley when he came forward because I had finished securing the cabin. The operations Agent and Supervisor left the aircraft, and the passenger was standing in the front galley. He was visibly frustrated on the event and started venting. This was in total public view of all other passengers on board. To help diffuse the situation, and spare the passenger from embarrassment, and to provide more of a private setting, I stepped off the aircraft with him, and stood at the bottom of the jetway with him while he vented to me. This was happening a few minutes before scheduled push time. I waited at the bottom of the jetway with the passenger for quite some time, expecting the operations Agent or Supervisor to come down, and I could direct him to them to answer questions he had. After several minutes, no one came to the plane, I made an executive decision to assist the passenger, told [Flight Attendant] A I was going to walk him to the top, and that I would be right back, since no agent was coming down. I walked him to the top of the jetway, where he was able to be properly assisted. I immediately walked back to the plane where a couple of minutes later we closed the door and pushed the flight as normal.

Since the passenger was left at the plane, and there were no ground personnel to assist us (the Supervisor and operations Agent were there, then left), I made the executive decision to deplane. I believe I made the right decision in the moment given the situation. I do not know why the Supervisor didn't stay there with the passenger to assist him. I realize fully we all have a job to do, and cannot speak for why the Supervisor and operations agent left the passenger at the plane, and did not walk him up the jetway. I am not putting blame on anyone, I am simply writing an observation. Ultimately, it was me who made the decision to deplane.

## Synopsis

Flight Attendant reported that after boarding the aircraft they exited with a passenger who did not comply with face mask policy.

ACN: 1767507

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Fractional

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Commercial

ASRS Report Number.Accession Number : 1767507

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 3380  
Experience.Flight Crew.Last 90 Days : 67  
Experience.Flight Crew.Type : 2330  
ASRS Report Number.Accession Number : 1767383  
Human Factors : Workload  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Taxiway  
Anomaly.Ground Incursion : Runway  
Detector.Person : Flight Crew  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

While operating Aircraft X into ZZZ on a program flight using the Company X ABC callsign we landed on Runway XXL and received the normal "Left at Taxiway 1, cross Runway YR, hold short Runway YL" instructions from Tower after landing around XA: 30Z. Upon approaching Runway YR we heard over the radio "[muffled] XXX#CA [callsign] cross-Runway YL on Taxiway 1 and Taxiway 2 to park." The PIC, who was Pilot Not Flying (PNF), hesitated with a read back because the call sign was slightly muffled due to radio static, but the instructions and cadence made sense that they were for us, since we were the only aircraft on Taxiway 1 in that position to follow the instructions. So he read them back and I the SIC and IP (acting as Pilot Flying doing training in new aircraft) continued to cross YL and continued Taxiway 2 to park.

Upon parking and getting out of the aircraft [and] the more I thought about it the more something seemed off. [I found out] Tower did use the wrong callsign, they used the Company Y CA [callsign], as Company Y CA cross YL and Taxiway 1 to park."

Contributing to this situation was the crew fatigue and us not being 100% on our game. Also, the Controller had a high workload as he appeared to be working both Tower and Ground Control positions.

Although the instructions were most likely for us as our callsign was somewhat similar this scenario brought up a lot of other important facts to point out. We as a crew should never assume a runway crossing instruction is for us unless our call sign is 100% specifically used without a question. If we had any doubts about the instruction, we should have

stopped and ask for clarification prior to proceeding.

As for the Tower Controller, he was working both Ground and Tower, which makes for a high workload, as ZZZ was experiencing a traffic push at that time and he was getting busy. His misspeaking could have caused an incident or incursion. Lucky for us Company Y CA landed 30 minutes prior to this incident taking place. It is possible the Controller had an old strip lying around or just had that specific call sign on his mind. In any case, ATC should consider increasing staffing levels and not having a single Controller work both Tower and Ground positions, except during very low traffic levels. Air traffic loads have increased significantly from the COVID lows experienced several months ago.

## Narrative: 2

[Report narrative contained no additional information.]

## Synopsis

Flight crew reported crossing a runway, taxiing to parking, while not sure if the clearance instructions were for them due to Tower muffling the callsign.



ACN: 1767490

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Descent

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1767490

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Our flight clearance to ZZZ ended with ZZZZZ [Intersection] ZZZZZX [Arrival] which is the arrival for ZZZ landing direction. I confirmed all crossing altitudes and speeds were in the FMC. We had ATIS automatic updates and received information just prior to the start of the descent confirming ZZZ landing direction. Prior to descent, we briefed the various expected taxi routes from the possible runways, flap setting, landing assessment, and autobrakes. We held off on briefing the ILS pending the runway assignment. At some point we were cleared for the ZZZZZY Arrival but then given various headings, speeds and altitudes for spacing before clearing us direct to ZZZZZ1 [Intersection]. At that point, I believed the ZZZZZY Arrival was the name of the arrival we had in the FMC and I still expected to land direction. As we crossed ZZZZZ1, ATC told us to depart ZZZZZ2 [Intersection] heading 300. ZZZZZ2 is not on the STAR we had in the FMC. That is when we realized we did not have the ZZZZZY Arrival in the FMC. The routing prior to ZZZZZ1 is the same on both STARs. The Captain selected the STAR in the FMC and we flew the route. ATC continued to directed speed and altitude. We were never off route. I'm not certain but I don't think we were ever off altitude because ATC was assigning us incremental altitudes the entire descent.

Confirmation bias was one causal factor for me. I had a flight clearance, current ATIS, and waypoints in the FMC that coincided with the arrival clearance. After various vectors, ATC cleared us to a point that was six waypoints into the arrival, a point with the same name as the new arrival, and it didn't occur to me that the arrival had changed. My currency and recency was another causal factor. I completed IOE, but didn't consolidate before starting a six month leave of absence. The Captain was exceptionally helpful and specifically stated in the departure brief that me not speaking up for any reason was his biggest concern. I wanted to brief the approach during the initial descent to stay as far ahead as possible. He suggested we hold off since we didn't know the runway yet. I wanted to ask approach for an expected runway, but I assumed that he didn't want to do that because he flew into ZZZ enough to know when they usually give you the runway. That was a moment to speak up. Requesting the expected runway at that point would have clued us in to the change of runways and change of STARs.

I will confirm the STAR with the other pilot the same way I confirm an approach, altitude or landing runway; e.g., I heard cleared for the ZZZZZY or descent via the ZZZZZY.

## Synopsis

Air carrier First Officer reported confusion on which intersections they should be going to on the STAR during descent.

ACN: 1767455

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

Function.Ground Personnel : Vehicle Driver

ASRS Report Number.Accession Number : 1767455

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Aircraft

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Towed aircraft to remote Gate X. It's dark and wet out from rain/raining. I was lined up correctly on the "J-Line" for pulling in plane. When pulling in to space, wings made contact. The wing walker had lit wands, but I do not recall seeing him give me an 'X' to stop. If he had given me an X, early on, I could have stopped and re-evaluated the conditions further to explore my options, and incident would have been avoided. Now, it's night time, and raining. Remote lines are not well lit, not even reflective. Aircraft was towed to remote Gate X. Gate Y and Gate X are too close together in proximity. Gate Y shouldn't even be there, or Gate X should be moved farther down away from Gate Y, as there is lots of space on the other side of Gate X. Gate Y had the wrong kind of aircraft parked there. There wasn't supposed to be an [X type aircraft] at Gate Y. With both aircraft being [X type], this was bound to happen, as the wing tips are going to touch

(found out after the fact). Was towing this aircraft really necessary? We had 2 empty gates, the gate it was originally parked at (Gate Z), plus gate ZA. We only had 1 other aircraft to arrive for the night. In trying to save money on the rental of a gate, we now have an aircraft damage that now costs more. As far as manpower, people are flying again, flights are reinstated, and we furlough people. With business picking up, there should have been fewer furloughs. Each airline should have its own parking space in the middle, with excess, if any, as first come first served. Some stations have a designated tow team. Our station is smaller, but we could still manage to have a tow team if the manpower permitted, and when not towing or repositioning, they help out in other arrivals/departures.

## Synopsis

Tow driver reported towing an aircraft into a gate and having the towing aircraft's wing hit a parked aircraft at the adjacent gate.

ACN: 1767378

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : FBO

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Mission : Training

Flight Phase : Takeoff / Launch

Airspace.Class D : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : FBO

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Landing

Airspace.Class D : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO

Function.Flight Crew : Instructor

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 560

Experience.Flight Crew.Last 90 Days : 100

Experience.Flight Crew.Type : 536

ASRS Report Number.Accession Number : 1767378  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Training / Qualification  
Human Factors : Workload  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2  
Location Of Person.Facility : ZZZ.Tower  
Reporter Organization : Government  
Function.Air Traffic Control : Local  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 6  
ASRS Report Number.Accession Number : 1767419  
Human Factors : Workload  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Runway  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was conducting a flight training event with my student pilot. We just returned to the airport to practice performance takeoff and landings. We had just made a full stop - taxi back. We called holding short that we were ready for touch and goes. We were told to hold short for landing traffic. Several planes land and depart. Both my student and I hear what we believe to be our abbreviated tail number being cleared for takeoff. We read back cleared for takeoff instructions, finish final items on the checklist, and take the runway. On our takeoff roll we hear Tower ask who is on the runway and I respond with our tail number. Tower then advises to either exit the runway or begin our roll. We were already on the roll, so we continued the takeoff. After our lap in the pattern we terminate the

training flight and contact the ATC number. I believe I heard our tail number and believed it was a takeoff clearance. However, due to a high volume of traffic the morning of the event due to a lengthy TFR that lasted most of the day, there was a lot of training and jet traffic. I could have heard a similar call sign and my student could have stepped on the intended recipient of the ATC instruction. I know when there is a high volume of traffic waiting to arrive and depart it could be best to use my full tail number to lessen confusion, and take extra measures to ensure all radio communications are properly received and copied.

## Narrative: 2

Aircraft X called up requesting pattern work during a high traffic volume session and was given hold short instructions, due to the fact that there was an IFR arrival jet on about a 3 or 4 mile final. Aircraft X subsequently read back his hold short instructions. I talk to 3 different aircraft before I cleared Aircraft Y for a touch and go. Apparently Aircraft X read back "Aircraft X cleared touch and go" and then subsequently got onto the runway without me catching it. Aircraft Y clarifies their touch and go clearance and I canceled the touch and go clearance and gave them a left 360. During this time inside the cab my CIC/GC/FD was trying to clarify information about a TFR that was supposed to be going into effect shortly and we had received no prior information on. This resulted in several phones ringing during this already busy time. After scanning the runway I saw an aircraft who appeared to be holding on the runway with my jet traffic now within 2 miles of the runway, since I had multiple aircraft holding short of the runway I tried to quickly identify the aircraft, so I could taxi them off the runway in a timely manner. However Aircraft X didn't identify himself by name until about the 3rd time I reached out to them. With minimum time to react I told the aircraft to taxi clear of the runway or depart immediately. Aircraft X started their departure roll and as soon as airborne I told them to offset the runway so I had sufficient spacing with my IFR aircraft on final. Immediately following my Jet traffic landing the OM entered the cab and started trying to have the CIC help him find our local weather form, so our new trainee could fill it out.

We started the day short staffed with no prior knowledge that someone would be coming in to cover for a couple hours, so the rotation wasn't going to happen as expected. When there are less people in the cab we have enough space to work without our masks and due to the fact that there were extra nonessential people in the cab I had to replace my mask, while I firmly believe mask should be required, they do interfere with the side tone which affected my ability to catch Aircraft X's incorrect readback. No one in the facility had received any information on the TFR that was supposed to be going into effect. This resulted in several miscommunications and confusion.

## Synopsis

Flight Instructor and Local Controller reported the instructor's flight departed without clearance with traffic on very short final after mistakenly taking another aircraft's clearance for takeoff.

ACN: 1767373

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 2

Altitude.MSL.Single Value : 5000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Haze / Smoke

Weather Elements / Visibility.Visibility : 10

Light : Night

Ceiling.Single Value : 12000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Initial Climb

Route In Use.SID : ZZZZZ X

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 23000

Experience.Flight Crew.Last 90 Days : 0

Experience.Flight Crew.Type : 500

ASRS Report Number.Accession Number : 1767373

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Training / Qualification

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC



## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Chart Or Publication

## Narrative: 1

I had not flown since March of this year, due to all the COVID virus going on nationwide. A friend asked me to reposition a newly acquired aircraft from ZZZ1 to ZZZ2. Weather was currently and forecast to be VFR the entire route, but I filed it IFR to get myself back to speed on instruments, which I thought I did a good job of this trip. My first stop was ZZZ for fuel. Had gotten dark by then, about XA: 30pm local time. [My] clearance departing was to fly the 'ZZZZX X to ZZZZZ [Intersection], then on course'...as I heard it and understood. My next intersection, which I had filed to from the airport was ZZZZZ1 Intersection. So that is where I was attempting to navigate to after I passed ZZZZZ. So ATC calls me on radio and says I was supposed to fly on to ZZZZZ2 Intersection and then do the 15 mile arc around to ZZZZZ1. (This was not what I understood in the departure clearance.) They vectored me on towards ZZZZZ1, and I continued.

I should have asked for vectors before departing the airport, instead of the SID. The GPS in the airplane was not quick/easy to alter any data, but I was doing OK with it enroute.

## Synopsis

GA pilot reported a track deviation during departure and cited clearance confusion as a contributing factor.

ACN: 1767354

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1767354

Human Factors : Other / Unknown

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Went in to see Person Y re: possible exposure to the COVID-19 virus. No matter when the Company found out they, 1) made 1 attempt to contact me and 2) did nothing, but ask me "form" questions.

I was told to self-monitor and quarantine for 14 days from date of exposure. Really! I've worked 9 of 13 days. (Had 2 days off after being exposed which at that time could have

been a spreader.)

-Company only made 1 attempt to contact me of possible exposure.

-Repeatedly told me "my overall risk is very, very low."

The Company is dealing with one's health. I'd say they need to show a little more urgency, and watch wording i.e., self-quarantine for 14 days, when you've worked 9 of the 13 with 1 quarantine day left when being notified was a joke. Don't try to play Doctor.

## Synopsis

Flight Attendant reported concerns with company's actions relating to COVID-19 possible exposure.

ACN: 1767306

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1767306

Human Factors : Distraction

Human Factors : Confusion

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During boarding, two jumpseaters came up to the cockpit to identify themselves and ask permission to ride. The first one was originally assigned the jumpseat, but was told by the gate agent to take [seat] X1, and his coworker was assigned X2. Prior to departure, we became aware of a cargo loading issue that required both my and the FO's attention, and we both diverted most of our focus to taking care of that and getting the manifest to match where the cargo was moved. During this time, the gate agent sent the passenger numbers via auto-closeout. They indicated that there was an additional crew member listed (totaling X crew), and Y passengers in Zone X (where row X is located). I was aware that we needed to remove the additional crew member from the crew total and move him to Zone X, where [he] was actually seated, but it was my understanding that the Zone X total did not include the second jumpseater who was also assigned row X; as a result, we added two passengers to the Zone X total, making it [a count of] Z.

After this occurred, ramp re-sent our cargo numbers, and somehow in that process our passenger numbers were reset to their original, too. After this occurred, we again removed the additional crew member from the crew total and changed Zone X back to Z instead of X passengers. At this point, I asked the Flight Attendant to count the number of passengers in Zone X, just to make sure it correlated with the change we made in the ACARS. She confirmed that there were Z passengers seated in Zone X. We sent for the manifest with that load and departed for a normal flight. During our next flight, we were faced with an almost identical situation with two jumpseaters. In discussion with this gate agent, he made it clear to us that when they send the passenger count via auto-closeout, the second jumpseater is already included in the passenger count, meaning we only need to remove the additional crew member from the crew total and put them in their respective zone if they are also assigned a seat in the back. Based on this information, I then realized that on our previous flight the passenger total already included one of the jumpseaters, and by adding 2 to Zone X, we ended up sending the manifest with an incorrect passenger total, in the sense that we added in one more than there actually was. As a result, our calculated versus actual weight was off by the weight of one adult passenger. We experienced confirmation bias in me asking the Flight Attendant to count Zone X, due to the fact that we heard what we expected to hear, but likely a totally unrelated passenger had moved into Zone X without their noticing, which resulted in her telling us we had Z in Zone X.

This event was caused largely by not understanding some of the smaller details of the auto-closeout process. I do not recall personally having a situation before where we have had two jumpseaters on a not-full aircraft. It was my understanding that a jumpseater assigned a cabin seat needed to be manually placed there and wouldn't be included in the auto-closeout sent by the gate agent, the exception being if they are included in the auto-closeout crew total as an additional crew member in the actual jumpseat, but need to be moved to the correct zone if assigned a cabin seat prior to departure. That logic was incorrect, as confirmed when the next flight's gate agent mentioned that the first jumpseater is always listed as an additional crew member in the actual for auto-closeout, and any subsequent jumpseater is scanned on as any passenger would be, which would include them in the auto-closeout total. Also contributing to this was the distraction with the ramp agents and making sure that our cargo was loaded correctly. That task saturation combined with nearing departure time led to distraction and a bit of rushing that kept me from slowing down and thinking carefully about the jumpseater seating situation. Additionally, our flight attendants informed us that on this particular partner, paper sheets were no longer available, and so conducting a full passenger count didn't necessarily come to mind. Having asked them to do one likely would have us discovering that our ACARS manifest total did not match their passenger count.

In the future, especially with COVID seating restrictions that complicate accommodating jumpseaters, I will be extremely vigilant in these situations to confirm with the gate agent that if there are multiple jumpseaters, that they are accounted for in the auto-closeout already. Doing so will prevent these double counting errors and ensure greater accuracy. If there is ever any question, I'll not be shy to ask the flight attendants to conduct a passenger count to ensure the greatest and most up to date information. Finally, to prevent rushing associated with task saturation, I'll be very diligent about taking things deliberately slowly and only accomplishing one task at a time, to prevent errors like this from occurring. From a technical standpoint, it could also be helpful to include the number of jumpseaters on board in the remarks section of the auto-closeout. "Additional crew member Listed" seems to have the connotation of only one being on board, and could potentially be misinterpreted.

## Synopsis

Air carrier Captain reported a weight and balance issue due to a misunderstanding of the passenger counting process.

ACN: 1767223

## Time / Day

Date : 202010

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Descent

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 5297  
Experience.Flight Crew.Last 90 Days : 48  
Experience.Flight Crew.Type : 5297  
ASRS Report Number.Accession Number : 1767223  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

Narrative: 1

Passenger in [seat] X1 refused to wear a mask. Dispatch was notified. [Requested] aircraft [be met] upon arrival. Landed without further incident. I initially told Dispatch it was not a security threat level 1. I was in a busy part of the flight and did not have time to look it up. After landing, I reviewed the flight manual and realized it was a security threat level 1. Either way, all security threat level one procedures were followed.

## Synopsis

Air carrier Captain reported a passenger refused to comply with face mask policy.



ACN: 1767217

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR

## Person

Reference : 1  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1767217  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

After flight I was informed that I had been exposed to COVID-19 the day prior to my 2 day trip. I called the flight operations manager and informed him of my exposure. I made sure that he knew to contact the Captain on my trip as I know that he was going to his relative's home after work and that older people are more likely to have complications. Additionally, I knew that he had a trip leaving the next day. I was called by the on call

assistant chief pilot, and told that the Captain would be contacted. I failed to mention that I had dinner with another airline crew on my layover, as I had been concentrating on getting the Captain informed quickly. Had either the flight operations manager or the assistant flight manager on call asked me about other interactions I would have listed the close contact I had with 2 other employees and been able to have them not show up to work for subsequent trips potentially exposing more crew members. Additionally, I found out that the Captain was not informed about his exposure until after his return from his next trip. I was surprised that given my reported exposure he was permitted to operate his subsequent trip.

## Synopsis

Air carrier First Officer reported being exposed to COVID-19 and cited concerns with the company not notifying other employees who may have also been exposed.

ACN: 1767202

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 2825

Experience.Flight Crew.Last 90 Days : 36

Experience.Flight Crew.Type : 2825

ASRS Report Number.Accession Number : 1767202

Human Factors : Distraction

Human Factors : Confusion

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

We arrived at the airport this morning and headed right to security and over to the X Concourse for departure. I totally forgot the COVID screening and headed to the gate and off to ZZZ1.

It was not until we got to ZZZ1 that I realized the error.

## Synopsis

Air carrier First Officer reported forgetting to get screened for COVID-19 prior to reaching the aircraft.

ACN: 1767200

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 242

Experience.Flight Crew.Last 90 Days : 49

Experience.Flight Crew.Type : 242

ASRS Report Number.Accession Number : 1767200

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 837  
Experience.Flight Crew.Last 90 Days : 42  
Experience.Flight Crew.Type : 837  
ASRS Report Number.Accession Number : 1767222  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Ground Personnel  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

After landing, while taxiing to park at ZZZ [airport], we forgot to contact ZZZ Ramp for entry lane assignment before entering the ramp. Threats leading to omission: Reserve pilots, reduction of flights leading to reduced proficiency/recency, limited experience at ZZZ as ZZZ1-based pilots, lack of thorough identification of requirements during arrival brief. During the arrival brief, we failed to mention an operations note to "Contact ZZZ Ramp for entry point assignment."

Due to renovations at the terminal, we should have briefed the ramp entry/exit procedures in advance and highlighted the terminal construction and area as a threat to mitigate. This was the last leg of our trip. We were assigned Gate X at the end of Terminal XX. There was no traffic in/outbound as we taxied in, and as we approached lane Y on Taxiway A heading toward Gate X it was completely clear with what appeared a direct entry to the gate. This may have contributed to us thinking our Ground Control taxi clearance was sufficient. The unusually short taxi with no traffic erroneously led us to believe our ground taxi clearance took us all the way to the gate.

## Narrative: 2

After landing, and while taxiing to the gate, in ZZZ [airport], we forgot to contact ZZZ Ramp Control before entering the ramp. Threats that led to this omission were: being on

reserve, and because of the reduction in flights, this was the first trip for both of us in many weeks, and we were both admittedly rusty in our procedures. Being ZZZ1 based, we don't fly into ZZZ often. During our arrival briefing we failed to mention the operations note that requires a call to Ramp Control. Since the renovation to the ZZZ Terminal, there have been recent changes to the procedures for exiting and entering the Ramp, and knowing this we should have briefed those new procedures in advance. This was the last leg of the trip. Our assigned Gate X; was at the very end of Terminal XX; , and appeared to be a direct access from Taxiway A, which may have contributed to us thinking that access was controlled by Ground Control, when in fact the access to the gate was through lane X, which was controlled by ZZZ ramp. After landing, we were given instructions by Ground Control, to, "Taxi to the gate via 'taxi route' with no mention of lane X, or Ramp Control, which led to our complacency in omitting their call. Also, after landing, we both remarked at how unusually empty ZZZ was of traffic, we appeared to be the only aircraft moving on the field, which allowed for an unusually short taxi to the gate at the usually crowded ZZZ, this also led us to forgetting that there was a Ramp Control around the terminal.

## Synopsis

Air Carrier flight crew did not call Ramp Control prior to entering the ramp area.

ACN: 1767198

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 2279  
Experience.Flight Crew.Last 90 Days : 154  
Experience.Flight Crew.Type : 2279  
ASRS Report Number.Accession Number : 1767198  
Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

It is becoming all-too-common to see the ground crew member fail to follow safety protocols. Today was the latest occurrence. The sprayer neglected to tell us he was starting his process even though we were both in the cockpit with the door open. This is



the second time in two weeks I've seen this. I've only been in the area two other times when spraying was underway recently.

Another issue with today's event was how the spraying was done. I haven't been trained on it, so there may have been nothing wrong, but the sprayer did little more than march rapidly down the aisle waving the spray machine back and forth like he was swatting at flies. He did not pause to spray into a single row or overhead bin.

I would like to think this is something that could be better trained on several levels.

## Synopsis

Air Carrier Captain reported ground crews are not properly spraying the inside of the aircraft.

ACN: 1767196

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 2518  
Experience.Flight Crew.Last 90 Days : 33  
Experience.Flight Crew.Type : 33  
ASRS Report Number.Accession Number : 1767196

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Passenger seated in XX5 wore [a] mask during boarding however was not wearing [a] mask after being seated. When approached by the Flight Attendant the passenger said she had a medical exemption and did not have to wear the mask. Customer Service Supervisor was called and passenger said they would comply, but continued to lift the mask off her

face stating she had difficulty breathing. As a possible solution the Flight Attendant offered the passenger an airline paper supplied mask as an alternative however the passenger's behavior became further defiant and belligerent. It is my understanding other passengers were also expressing concerns about [the] passenger not wearing [a] mask. I made the decision to have her removed from our flight. Customer service escorted both she and her companion off the aircraft. Customer Service Supervisor did a stupendous job. Extremely professional and helpful.

## Synopsis

Air carrier Captain reported a passenger was removed from the flight due to non-compliance with face mask policy.

ACN: 1767155

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 17000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Small Aircraft, Low Wing, 2 Eng, Retractable Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Route In Use : Vectors

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 28

ASRS Report Number.Accession Number : 1767155

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Aircraft X was going direct to ZZZZ [Intersection] landing, so he was in a slow descent I told him to increase the rate, he did. Aircraft Y was climbing on a 300 heading the aircraft were going to be separated and the RA alert made the Aircraft X climb into the Aircraft Y and then forced the Aircraft Y to descend.

I should have had a Human [assisting me], but it's too difficult to speak through a mask and give control instructions.

## Synopsis

Center Controller reported an airborne conflict.

ACN: 1767131

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Corporate

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : VFR

Mission : Training

Flight Phase.Other

Route In Use : None

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 8500

Experience.Flight Crew.Last 90 Days : 40

Experience.Flight Crew.Type : 800

ASRS Report Number.Accession Number : 1767131

Human Factors : Distraction

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Other Person

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

On date I was informed by my manager that our aircraft registration had expired on [date]. I operated one training flight as PIC on [date]. I am guilty of just ensuring that the document was onboard the aircraft while not ensuring that it was valid. A contributing factor is that the aircraft registration is addressed to our company headquarters, which is a different address than our hangar. Due to COVID related staffing, our FAA reminders were never delivered to our hangar. It is still my responsibility to ensure that the correct documentation is on the aircraft prior to flight.

We have instituted the following changes to ensure this does not happen again:

1. Added the registration expiration to our maintenance tracking software. This will flag our maintenance team when expiration is near. It will also be printed on the preflight form used by the pilots.
2. Training will occur and language will be added to our Operating Procedures and/or our expanded normal procedures document to ensure that a valid registration is on board.
3. A consultant company has been hired to automatically renew our registration and deliver it directly to our hangar.

## Synopsis

Pilot reported flying an aircraft with an out of date registration.

ACN: 1767073

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Corporate

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : VFR

Mission : Training

Flight Phase : Takeoff / Launch

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Flight Engineer / Second Officer

Qualification.Flight Crew : Flight Engineer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 11835

Experience.Flight Crew.Last 90 Days : 2

Experience.Flight Crew.Type : 400

ASRS Report Number.Accession Number : 1767073

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Other Person

When Detected.Other

Result.General : None Reported / Taken

## Assessments



Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

"Our operation was just notified on [date] that our aircraft registration expired. I operated a training flight on [date]. I am guilty of just looking to ensure that the document was on the airplane, while completely disregarding my duty to ensure that it was valid. A contributing factor to this is that the aircraft registration is addressed to our company headquarters, which is a different address than our operations base hangar. Due to COVID related staffing at our headquarters, our FAA reminder postcards were never delivered to our hangar. Again, it is my responsibility as PIC to ensure that the correct paperwork is on the aircraft prior to each flight.

We have instituted the following changes to ensure that this does not happen again: 1) Added the registration expiration to our maintenance tracking software, Flight Docs. This will flag our maintenance team when expiration is close to occurrence. This will also be printed on the preflight form that all pilots utilize. 2) Training will occur and language will be added to our manual and/or expanded normal procedures document emphasizing the action to ensure that a valid registration is onboard the aircraft. 3) A consultancy company has been hired to automatically renew our registration and deliver it directly to our hangar."

## Synopsis

Pilot reported flying without proper registration.

ACN: 1767016

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Corporate

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : None

Mission : Training

Flight Phase.Other

Route In Use.Other

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 6700

Experience.Flight Crew.Last 90 Days : 1.8

Experience.Flight Crew.Type : 997

ASRS Report Number.Accession Number : 1767016

Human Factors : Distraction

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Chart Or Publication

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Our operation was just notified on Date that our aircraft registration expired. I operated two training flights as PIC. The first was [date] and the second was [date]. I am guilty of just looking to ensure that the document was on the airplane, while completely disregarding my duty to ensure that it was valid. A contributing factor to this is that the aircraft registration is addressed to our company headquarters, which is a different address than our operations base hangar. Due to COVID related staffing at our headquarters, our FAA reminder postcards were never delivered to our hangar. Again, it is my responsibility as PIC to ensure that the correct paperwork is on the aircraft prior to each flight.

We have instituted the following changes to ensure that this does not happen again: 1) Added the registration expiration to our maintenance tracking software, Flight Docs. This will flag our maintenance team when expiration is close to occurrence. This will also be printed on the preflight form that all pilots utilize. 2) Training will occur and language will be added to our manual and/or expanded normal procedures document emphasizing the action to ensure that a valid registration is onboard the aircraft. 3) A consultancy company has been hired to automatically renew our registration and deliver it directly to our hangar.

## Synopsis

Pilot reported flying twice with an out of date registration.

ACN: 1767001

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Phase : Parked

## Component

Aircraft Component : Aircraft Documentation

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Lead Technician

Qualification.Maintenance : Inspection Authority

ASRS Report Number.Accession Number : 1767001

Human Factors : Communication Breakdown

Human Factors : Fatigue

Human Factors : Other / Unknown

Human Factors : Distraction

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I issued MEL XX-XX to Maintenance Technician Y, after he had accomplished the MEL maintenance procedures, an MEL placard was placed in the logbook. But I forgot to generate an XX-XXXX, follow-up/repetitive inspection form.

Out of Practice: Have not actually worked a desk since the X type aircraft were parked [several months ago]. Stress: Presently going through personal issues.

Provide a review/refresher class for technicians that have been idle during the pandemic. Add a step to the X procedures of all MELs that states to generate an XX-XXXX, and highlight that step.

## Synopsis

Lead Technician reported not following published maintenance procedures after being out of practice for an extended period of time.

ACN: 1766916

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 13000

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Descent

Route In Use : Direct

Airspace.Class E : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1766916

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1768540  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Training / Qualification  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Cleared to "cross ZZZ at or above 14,000 feet, cleared for the ILS Z XX approach."  
Inattention to what mode the descent was in and tied with teaching on an OE, I descended to approximately 13,000 feet before realizing the error. We were in VMC conditions and had terrain in sight. ATC did not mention the error.

Performing OE for new FO and inattention to cleared altitude.

Pay more attention during training on OE.

## Narrative: 2

PM on OE and cleared to cross ZZZ at or above 14,000 feet, then cleared for the ILS Z Runway XX approach. VMC with terrain in sight, descended below 14,000 feet prior to ZZZ. Noticed the error, but ATC did not say anything. Continued the approach and landed without further incident.

Probably inexperience with the plane mostly, and also recency/currency; this was my first flight in an actual plane in about 7 months. It was a new plane (I was on OE) and an unfamiliar airport. The Check Airman and I had discussed the arrival/approach and how he was going to fly it during cruise but at the time were reviewing how to use the different descent modes to fly the approach and were momentarily distracted.

More active monitoring and attention to what the plane's programming is doing; also experience in the plane will likely help.

## Synopsis

Air Carrier flight crew descended below their cleared altitude. The crew cited distraction and the FO's lack of flying as contributing factors.

ACN: 1766874

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Flight Phase : Descent

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 60

ASRS Report Number.Accession Number : 1766874

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Time Pressure

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Flight Crew : Became Reoriented

## Assessments



Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Day 1, leg 1 of a 4 day trip from ZZZ to ZZZ1. I was the pilot monitoring on this leg. Had not flown much in the last few weeks. Captain was PF. We flew to ZZZ1 at a pretty low altitude, I believe it was 14,000 feet cruise altitude. After starting the descent, we did not realize we had passed 10,000 feet so quickly, and noticed our speed was beyond 250 knots. The Captain immediately slowed the descent rate and airspeed, in order to return to 250 knots.

We were distracted. We were on the first leg of the trip, had woken up pretty early, and the fact that we cruised at such a low altitude were possibly all factors. We did not pay enough attention in the descent.

I should have kept better monitoring skills during the descent and avoided distractions.

## Synopsis

Air Carrier First Officer reported a speed deviation below 10,000 feet during descent.

ACN: 1766837

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Takeoff / Launch

## Component : 1

Aircraft Component : Aircraft Logbook(s)

Aircraft Reference : X

Problem : Improperly Operated

## Component : 2

Aircraft Component : Other Documentation

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1766837

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Logbook Entry  
Contributing Factors / Situations : Staffing  
Primary Problem : Ambiguous

## Narrative: 1

The aircraft had been sitting for the previous 5 days. When we got to the aircraft there was a new maintenance item which they were working on and 2 items to be verified during our flight to ZZZ. This was MEL XX-XX. The APU restart was accomplished and the other was an in-flight verification of engines. We discussed and did not find an entry for monitoring engines and made no entry after everything remained within parameters. I was getting a check ride from a check airman and he offered to make the entries (including a new write up) in the logbook for me since we were now on approach to ZZZ.

Main factor was the flight plan was supposed to be locked out, so I could discuss the engine check and any entry needed with Dispatch. That didn't happen as well as on the following flight when it could have been accomplished again. Delays and distractions with the ongoing maintenance item which kept us out of our seats for 2 hours and feeling rushed to get things going quickly, having passengers already on board, once we could sit down. My complacency having a check airman there in case I missed something.

If flight plan needs to be locked out make it automatic for Dispatch, so distractions or human error don't play a part. MEL XX-XX needs to be more specific as to what items need to be accomplished. A placard in the logbook would be helpful.

## Synopsis

Air carrier Captain reported maintenance items remained open after the aircraft had not flown in 5 days.

ACN: 1766786

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 26

Experience.Flight Crew.Type : 2357

ASRS Report Number.Accession Number : 1766786

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1766788  
Human Factors : Communication Breakdown  
Human Factors : Training / Qualification  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

This was the second leg of the day. I was the First Officer on my last day of a three-day reserve pairing and was assigned a ZZZ turn from ZZZ1. I have flown with this Captain before. During the initial briefing we briefed that a lack of proficiency due to reduced hours was an additive condition and that we needed to be extra vigilant to keep each other out of trouble. In my case, it had been 40 calendar days since my last flight. We were preparing to push back from the gate in ZZZ. We were on time. I called Ground for clearance to pushback, received it and notified the Captain. He gave the standard talk to the ground crew and I was clearing the right side of the aircraft for pushback. I did not notice that the parking brake was still set. Ground Crew commenced pushback and the shear pin in the tow bar broke.

More attention to switch position, avoid expectation bias and more flying wouldn't hurt.

## Narrative: 2

We were not rushed and there were not additional threats. I just stated to the push crew that the brakes were released and cleared to push, but I must not have pushed hard enough on the brake pedals. I should have verified the red Brake Released light was out. Since the brakes were still set, the tow bar pin broke and we swapped for a different tow bar.

I just didn't verify as I should have. We are flying less, so we need to be even more attentive. Better attention to detail.

## Synopsis

Air carrier flight crew reported the parking brake was still set during pushback resulting in a broken tow bar shear pin. Both pilots referenced lack of flying as a contributing factor.

ACN: 1766783

## Time / Day

Date : 202010  
Local Time Of Day : 1801-2400

## Place

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

## Aircraft : 1

Reference : X  
ATC / Advisory.Tower : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi

## Aircraft : 2

Reference : Y  
ATC / Advisory.Tower : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi

## Aircraft : 3

Reference : Z  
ATC / Advisory.Tower : ZZZ  
Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer  
Crew Size.Number Of Crew : 2  
Flight Plan : VFR  
Flight Phase : Cruise  
Airspace.Class B : ZZZ

## Person

Reference : 1  
Location Of Person.Facility : ZZZ.Tower  
Reporter Organization : Government  
Function.Air Traffic Control : Ground  
Function.Air Traffic Control : Flight Data / Clearance Delivery  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 21  
ASRS Report Number.Accession Number : 1766783

Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Ground Conflict, Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was working Ground 1/2, CD-FD for COVID staffing. Local Control and FLM were separate. I had an aircraft pushing off of Gate XX/YY area which is right in the intersection of Kilo and Alpha. Aircraft X exited Taxiway Tango, and had to make a hard left turn onto Taxiway B to go around towards the Alpha gates. When I gave Aircraft X the instructions, they read it back and began a slow turn of about 135 degrees to go east bound onto Taxiway B. I thought nothing unusual of it. Then to my surprise I heard Local Control cancel Aircraft Y's takeoff clearance. My first thought was that they (Local) did not remember that Aircraft X had to go left onto Bravo and was anticipating the runway separation. At the time, it was clear that Aircraft Y was not rolling, and shortly after Aircraft X cleared completely they once again cleared Aircraft Y for takeoff.

Well after the event the FLM and I were in an annual review discussion and they said that I probably did not notice it, but that I turned Aircraft X left on Bravo causing the departure delay of Aircraft Y probably saved an airborne VFR to IFR event that would have been significant. They explained to me that during this same time frame, while they were monitoring Local Control, a [group of] VFR aircrafts had called and were transitioning the airspace northwest bound. The first problem was that the UHF frequency got deselected and so when the Local Controller did not respond [the group of] VFR aircrafts returned to TRACON. While this was going on, and the frequency was subsequently selected, the Local Controller was trying to beat the Aircraft Z flight and I am guessing from the structure of the conversation that when all was said and done they told the Local Controller they should probably report the event.

I have a few pieces of input:

1. The FLM is one of the newer FLMs and extremely solid operationally, as well as very strong in communicating with people. I am not aware of how the interaction went between them and Local to get the cancellation of the takeoff clearance, as there were no words spoken above the volume only the two of them could hear.
2. The Controller working is a newer check out to the facility and a breath of fresh air operationally. I cannot say enough about them, from the perspective of being here to

learn the job and become more proficient, in the times that I have worked with them.

3. The rest of the facility could learn from this event, and chances are there may be a briefing made from it, to express the importance of awareness of operational equipment, performance expectation bias, and not rushing when we are in a COVID traffic level, where there is really no need to push anything out of the ordinary.

## Synopsis

Ground Controller reported a procedural error that resulted in delaying a departing aircraft.



ACN: 1766762

## Time / Day

Date : 202010  
Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower  
State Reference : US  
Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X  
ATC / Advisory.Tower : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi  
Route In Use : Visual Approach

## Aircraft : 2

Reference : Y  
ATC / Advisory.Tower : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Facility : ZZZ.Tower  
Reporter Organization : Government  
Function.Air Traffic Control : Ground  
Function.Air Traffic Control : Flight Data / Clearance Delivery  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 21  
ASRS Report Number.Accession Number : 1766762  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Workload  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was working Ground 1 & 2, CD/FD, combined for the COVID operations. There were quite a few aircraft taxiing out with arrivals interspersed. When I heard Aircraft Y call for pushback, I had three to go behind them, so I spoke to all other aircraft before getting back to them. When I got back to them, I corrected their climb via SID since they were only filed 11,000, and the LOA is initial 10,000. I gave them pushback on A west ok K after the last in line, [behind] a second company aircraft. About this time Aircraft X was rolling out to T on Runway XX Left with Gate XX. I was planning a left turn on B to D, then A when they called. A few other calls were done first, then I observed Aircraft X taxiing straight in K to A without having called. I told them that was a bad plan since I had Aircraft Y with pushback clearance at K and A, and I would have liked to be able to exchange that traffic. I concluded that Aircraft Y had not even started to push back, and simply gave Aircraft X taxi A for Gate XX. I received nothing further from Aircraft Y.

Do not taxi clear [off] the runway further than is necessary, until instructed to do so.

## Synopsis

Tower Controller reported a ground communication issue resulting in a taxiway incursion. Controller was working multiple positions including Ground 1 & 2 along with FD/CD.

ACN: 1766761

## Time / Day

Date : 202010  
Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON  
State Reference : US  
Altitude.MSL.Single Value : 4000

## Aircraft : 1

Reference : X  
ATC / Advisory.TRACON : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Descent  
Route In Use : Vectors  
Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y  
ATC / Advisory.TRACON : ZZZ  
Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear  
Crew Size.Number Of Crew : 1  
Operating Under FAR Part : Part 91  
Flight Plan : IFR  
Flight Phase : Climb  
Route In Use : Vectors  
Airspace.Class E : ZZZ

## Person

Reference : 1  
Location Of Person.Facility : ZZZ.TRACON  
Reporter Organization : Government  
Function.Air Traffic Control : Departure  
Function.Air Traffic Control : Approach  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (mon) : 8  
ASRS Report Number.Accession Number : 1766761  
Human Factors : Communication Breakdown  
Human Factors : Workload  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

Aircraft Y was at 2,000 feet MSL, and issued a climb to 3,000 feet to avoid converging VFR traffic who I was not talking to (squawking 1200) observed at approximately 1,700 feet MSL. Sector complexity was high due to IFR/marginal VFR conditions as well as an increase in usual volume we have seen over the past months. I was working 2 different frequencies as well. When I issued a climb to 3,000 feet to Aircraft Y, he read back 3,000 feet, and then I moved on to other priorities. The next time I observed Aircraft Y's altitude, I observed 3,400 and told him to stop his climb and issued a turn away from conflicting IFR traffic (Aircraft X at 040). I also turned Aircraft X away from Aircraft Y and issued traffic. I did not issue a Brasher warning.

This was the busiest session, both traffic and complexity wise I have worked in many months due to decreased traffic volume due to COVID-19. I feel like if I had scanned better I would have caught Aircraft Y's altitude bust before I did. If my workload increases to this level in the near future, I feel asking for a split from the departure sector, or even calling someone over to act as a coordinator, or a "2nd set of eyes" when I feel task saturation is causing my scan to break down would be beneficial. I feel that both of these actions could prevent this from occurring again.

Another important take away from this event in preventing [a] re-occurrence is to not have an expectation bias assuming a pilot will comply with your instructions, even if he reads it back correctly. A constant scan is absolutely critical at all times, (busy or slow) to ensure pilots are doing exactly what you told them and to prevent separation/deviation errors due to complacency and/or expectation bias.

## Synopsis

TRACON Controller reported an aircraft overshoot an altitude clearance resulting in a conflict.

ACN: 1766750

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 1500

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Climb

Route In Use : Direct

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 5100

Experience.Flight Crew.Last 90 Days : 13

Experience.Flight Crew.Type : 170

ASRS Report Number.Accession Number : 1766750

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Staffing

Contributing Factors / Situations : Human Factors

Primary Problem : Staffing

## Narrative: 1

I was departing ZZZ1 and going northwest toward ZZZ2 with a slight jog to the east to avoid the ZZZ3 Class B. My plan departing uncontrolled ZZZ1 was to turn out to the south to climb above the ZZZ4 Class D and call TRACON for flight following and transition through the ZZZ Class C. I have done this dozens of times and never had any trouble getting TRACON to respond. However, I failed to consider that TRACON controllers are handling multiple sectors because of the pandemic. Presumably because of this I did not get a response from TRACON, and I hadn't properly planned for this possibility, and I flew into ZZZ's Class C without ATC communication. As [soon] as I realized that I had done so, I turned and descended to exit the Class [C] (while still avoiding the ZZZ3 Class B. Once I was sure I was clear of the ZZZ Class C, I turned back on course, and was able to establish flight following with the ZZZ5 sector of TRACON.

I was assuming that I would get a response from TRACON and thus be cleared through the Class C, because that is what has always happened before, but I failed to plan for the possibility of what actually happened.

## Synopsis

GA pilot reported being unable to contact ATC due to possible Controller under staffing resulting in a Class C airspace violation.

ACN: 1766737

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Corporate

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 125

Flight Plan : IFR

Flight Phase : Takeoff / Launch

## Component

Aircraft Component : Aircraft Documentation

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 5900

Experience.Flight Crew.Last 90 Days : 25

Experience.Flight Crew.Type : 800

ASRS Report Number.Accession Number : 1766737

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

Communication Breakdown.Party2 : Maintenance

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Dispatch

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Corporate  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1767114  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Dispatch  
Communication Breakdown.Party2 : Flight Crew  
Communication Breakdown.Party2 : Maintenance  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Other Person  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Manuals  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was scheduled to complete 3 takeoff and landings for currency. The flight was completed uneventfully. Today, I was contacted by a manager that it was discovered the aircraft registration had expired. Typically we would be flying this aircraft frequently, but all of the passenger flights had been cancelled the remainder of the year due to COVID concerns. Crews (myself included) are scheduled at various times to complete currency takeoff and landings. While we checked to make sure the registration was on board during our preflight, we did not notice that the date had expired. When this was just discovered by management and maintenance of the expirations, our company self-notified to the appropriate agency.

There are several factors that contributed to this. I had my own contribution to this error by not verifying the date on the registration was current. It was determined the paperwork got mailed to a central location to the company and not directly to our hangar location. With COVID causing a reduced workforce in the location of mail delivery, we never got the paperwork forwarded of renewal and it wasn't until the second notification (delayed by a several weeks) that we got the notification. We have also been shifting different service providers for flight/trip planning and never was a flag raised that we were close to expiration on this document. We also discovered this wasn't tracked specifically on a maintenance program. Lastly, we would typically fly an international trip several times a year (but haven't flown any in 2020) that the registration would also be copied and verified current. There was not just one, but several contributing factors to this error. All



these actions have already been corrected to prevent a future re occurrence. I have also learned from this that I made an assumption when checking to make sure the registration was on board that it was current, and that I didn't verify the date because I assumed it was tracked by several methods. The take away that I have from this, even if I assumed somebody else has tracked and checked some of the items that was included on our interior inspection preflight, I need to be more detailed on some of my checks. This is even more prevalent in the current times when the flight hours are drastically reduced.

## Narrative: 2

I flew an aircraft with an expired registration for landing currency. I ensured that the document was on board, but am guilty of not checking the date. It is my understanding that the registration is addressed to our corporate headquarters, not the hangar, and due to COVID restrictions limiting staff at headquarters, the reminder postcards never made it to our team. This is not an excuse for my actions, but I do believe it is a contributing factor in this event happening.

We have already implemented corrective actions to ensure this never happens again. All of our registration certificates are now being tracked on our maintenance tracking software. We hired a company to automatically renew our registrations and have them delivered directly to our hangar. Additional training and language will be added to our company manuals to emphasize the need to ensure that we have valid and current documents on board for every flight.

## Synopsis

Corporate flight crew reported flying the aircraft with the registration expired. US mail had been delayed plus a shortage of office staff due to COVID-19, were cited as factors in the procedural deviation.

ACN: 1766713

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person.Aircraft : X

Cabin Activity : Deplaning

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1766713

Human Factors : Confusion

Human Factors : Other / Unknown

Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Captain didn't wear a mask throughout the airport, on the plane, in the [hotel] van, nor in the hotel. When asked by the flight attendants, he said he can't wear one. This puts us all at risk and with a higher chance of having to be pulled from the line if he tests positive for COVID.

If crews cannot wear a mask, they should not be at work.

## Synopsis

Flight Attendant reported the Captain did not wear a face mask throughout their flight pairing.

ACN: 1766707

## Time / Day

Date : 202010

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1766707  
Human Factors : Communication Breakdown  
Human Factors : Other / Unknown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During my compliance check I noticed Passenger X did not have a mask on. Passenger X's face was covered with a hoodie. I asked Passenger X to put a mask on and the reply was "no I will not." Passenger X was going to use the hoodie because it was a barrier. Passenger X started to shout at me and continued to tell me the hoodie would stay on. Passenger X started to go on about how a mask doesn't protect anyone, so at that point I said I would be back right back. Because he wanted to escalate the situation I went up to tell the A Flight Attendant, she came back and explained to Passenger X the company's

policy. Passenger X's wife [also] added that the mask doesn't protect anyone. In the middle of flight, he then again put a blanket on his head and the mask was completely off.

## Synopsis

Flight Attendant reported a passenger did not comply with the face mask policy.

ACN: 1766564

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Weather Elements / Visibility.Visibility : 10

Ceiling.Single Value : 250

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase : Taxi

Route In Use.Other

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Experience.Flight Crew.Total : 6900

Experience.Flight Crew.Last 90 Days : 35

Experience.Flight Crew.Type : 2000

ASRS Report Number.Accession Number : 1766564

Human Factors : Distraction

Human Factors : Situational Awareness  
Human Factors : Confusion

## Person : 2

Reference : 2  
Location Of Person.Facility : ZZZ.TOWER  
Reporter Organization : Government  
Function.Air Traffic Control : Ground  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 8  
ASRS Report Number.Accession Number : 1766766  
Human Factors : Workload  
Human Factors : Distraction  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

Upon landing on Runway XXR at ZZZ, I exited on Taxiway 1 and turned left at Taxiway 2. The Controller asked my parking spot. I replied "Company X." Controller gave me taxi instructions and I replied "Taxiway 3, Taxiway 4, cross Runway Y, into parking." At intersection of Taxiway 2 and Taxiway 3, I turned left instead of right and taxied across Runway XXL. There was Aircraft Y on departure from Runway XXR already past me. Once I realized my mistake of turning left on Taxiway 3 instead of right, I stopped and told the Ground Controller.

## Narrative: 2

Most of the 1 hr and 40 minutes I had been on position with positions combined during moderate to busy traffic. I had been held over for 2 hours and a Supervisor was working LC with Tower in-charge on a single runway, so we were not using LUAW (Line Up And Wait). Additionally Runway XXL was closed as well (which we use to offset small arrivals to allow for more departures on XXR) and all these factors were adding complexity to an already busy session.

Aircraft X exited Runway XXR and was given taxi instructions "Taxiway 2, Taxiway 3, Taxiway 4, cross Runway Y and taxi to park" (Runway Y is a closed runway in my control). The pilot read back the instructions correctly. I had other aircraft taxiing and needed a

runway crossing between the steady stream of arrivals and departures. I coordinated for the crossing with LC and after Aircraft Y went through the intersection on takeoff roll, I cleared the aircraft waiting to cross Runway XXR at Taxiway 5 to cross. I watched him cross, checked another plane taxiing to the runway, checked the printer for clearances, checked back on my crossing, and informed LC the Taxiway 5/XXR crossing was complete. At that point Aircraft X keyed up and said something like "Uh, GC? I think we took a wrong turn." I did a quick scan of the runway and didn't see him initially because one of the poles was in the way. I started to key up to ask him where he was and stepped back to re-scan and realized he was on the north side of XXR half on the runway and half off. I immediately informed LC of the situation. I turned Aircraft X around and held him short of XXR and told local I was too busy to find a hole to cross him and to just call me when he had a place for me to cross him back over. I informed the pilot of his possible pilot deviation and gave him the phone number and then moved on to other planes and clearances.

This is an intersection we have had multiple issues with for runway incursions and last I knew is identified as a hot spot on the chart. Recently the airport added wig-wags to make it clear that it is a runway intersection to help stop pilots from doing this. ZZZ needs some sort of ground radar because even with the new safety lights installed they still cross. Some sort of early warning from an ASDE would at least give us a chance to catch this sort of thing.

While the Supervisor was doing a very good job of working LC, I was still trying to keep my eye on him because of how little pro-time they need, the regular decrease in traffic from COVID slowing our skills, and the high volume of traffic he was working as well. If the traffic is regularly that volume at that time of day, it's imperative that three people be in the Tower, not two. The only way I could have caught this aircraft would have been if I was staring directly at him as he made the turn. The distance from Taxiway 2 to Runway XXR on Taxiway 3, is very short and I was focused on verifying the completion of the runway crossing Taxiway 5.

Recommend 3 people in the tower from XA-XC pm.

## Synopsis

Pilot and Controller reported a runway incursion due to the pilot misunderstanding of ATC's clearance.



ACN: 1766540

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Cabin Activity : Deplaning

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1766540

Human Factors : Other / Unknown

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Apparently I was exposed to the COVID on this flight. I received a call from Flight Attendant G that Flight Attendant A has tested positive. I wasn't too concerned at the time. My time with her was minimal. But I heard from Flight Attendant D that she too had tested positive. So I called the company to set up a test. After the testing I was informed I could not fly until I received the results. Just an FYI, we flew the aircraft with the XX-day spraying using Product X. The cleaners in ZZZ were very rushed because we arrived late. I do know they did not spray, which they didn't need to. But they also didn't wipe down any of the tray tables. I am unsure what else they did or did not do.

## Synopsis

Flight Attendant reported exposure to COVID-19 and described aircraft sanitizing concerns.

ACN: 1766439

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 10

Altitude.MSL.Single Value : 7000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Nav In Use.Localizer/Glideslope/ILS : Runway X

Flight Phase : Initial Approach

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 50

Experience.Flight Crew.Type : 8800

ASRS Report Number.Accession Number : 1766439

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : FLC complied w / Automation / Advisory  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On arrival into ZZZ, descending via on the ZZZZZ3 Arrival just before the ZZZZZ waypoint, we checked on with approach, and they responded "Company XXXX, cleared ILS X." I had programmed the ILS X for our arrival, but didn't select any transition on the approach. The ZZZZZ3 STAR has the note to cross ZZZZZ at 6,000 feet, expect ILS or LOC Runway X. On receipt of the clearance, I paused for a moment as there was a discontinuity in the box after ZZZZZ and before ZZZZZ1 [waypoint], and the remaining points on the ILS X. ATC had not given us a heading or guidance for after the last fix on the STAR, just cleared ILS X. I looked at my EFB to see what the text of the STAR said, and my Captain seeing my confusion, said "you're cleared for approach, how about direct ZZZZZ1?" He had also queued up ZZZZZ1 in the box, and was poised to execute it. I still wasn't sure, but he seemed positive.

I said "OK," he executed it and we began direct to ZZZZZ1. Within a few seconds, Approach queried us "I show you left of course, what [are you] doing?" The Captain replied, "we're direct ZZZZZ1 cleared for ILS X, is there something else you would like?" ATC responded that there was a ZZZZZ transition to the ILS X, and in future that is what he meant when he cleared us ILS X - to fly the ZZZZZ transition on the ILS from the STAR. Had I looked closer at the approach plate, and not just the STAR chart, after the issuance of the clearance, the ATC clearance intention would've become obvious to me. I let my Captain cause me to second guess my hesitation, and disregard my uncertainty over our clearance. I should have requested he ask for clarification from ATC instead of allowing him to execute a path I was unsure of. I have felt a bit slow in the cockpit lately, due to having flown very infrequent this year (light schedules/hindsight/scheduled time off) and I believe I made the false assumption I was missing something and he was correct. A simple query to ATC would have cleared up the matter.

I should have taken a moment longer to review the appropriate charts to clarify the appropriate flight course, and failing that answering my question, I should have queried ATC for clarification. When programming the approach, closer examination of the plate would have shown the available lead in transition from ZZZZZ. I should have trusted my hesitation upon receipt of the clearance and not assumed I was wrong in needing clarification.

## Synopsis

Air Carrier First Officer reported a track deviation after missing a transition waypoint during an ILS arrival.

ACN: 1766276

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 14485  
Experience.Flight Crew.Last 90 Days : 112  
Experience.Flight Crew.Type : 14485  
ASRS Report Number.Accession Number : 1766276  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Company Policy

## Narrative: 1

Day 5, while enroute to the ZZZ layover hotel I received a message from a Captain I had dinner with on Day 0. I'll put this message in context by mentioning my First Officer and I met this Captain and his First Officer for dinner that evening.

The message stated on Day 2, this particular Captain was notified by the company that the First Officer he flew with had tested positive for COVID. The First Officer had sent a message to this Captain confirming such. The ZZZ1 Chief Pilot was subsequently notified and a request was made for that office to contact my crew of this matter (I never received any communication about this event). This Captain was tested on Day 2, became symptomatic on Day 3 and obtained a positive test result on Day 5 prompting the message.

Upon reviewing the message, I contacted my First Officer and the company On-duty Manager to notify each of the situation. Per company and CDC COVID protocol both the First Officer and I have been quarantined for a 14-day period commencing Day 0. As I compose this report, I am quarantined at the hotel, unable to travel home.

The intent of this report is to question why didn't the company notify my crew of the COVID encounter? Apparently protocol wasn't followed or if it was, it should be modified to address this particular or similar scenarios. Flight crews should not be placed in a situation where they must quarantine away from home while on company business, especially if the company was previously notified to contact a crew which was exposed to a COVID positive employee. Had I not been received said message I would still be flying the line with the potential to infect others with this virus.

## Synopsis

Air carrier First Officer reported the crew was not notified by the company of exposure to a COVID-19 positive employee.

ACN: 1766062

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1766062

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1766352

Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During boarding we had a guest come on board with no mask on. The A FA was in the midst of making a PA, so I went back to talk to him. I politely asked this guest if he had a mask, if not I could provide him with one. He responded, that he indeed had one. I let him know that he had to put it on. I stood to the side while this guest put away his carry-on bags and got into seat and buckled up. At this point, I informed him that he needed to put his mask on at this time, and I walked up front to inform the A about our interaction. I went back closed some bins and saw that he still had no mask on. This time the A FA went back to this guest carrying some extra masks and asked him if he needed one. He responded to her saying he had one. So she politely asked him to put it on. In a stern and harsh voice, he told her "I heard you the first time." The A FA came forward. The Customer Service Agent (CSA) was by the boarding door, and the A informed her on what was going on and the CSA automatically knew who we were talking about. She already had a discussion with this guest about wearing a mask on the plane. He put it on in front of her, but took it off before he got on the plane. We decided that a Supervisor needed to have a talk with him. The A FA informed the Captain on the situation and he went to the back of the cabin, and noticed that this guest was still not wearing a mask.

A CSA Supervisor, came onto the plane and removed the guest who was non-compliant with the company's face mask policy.

## Narrative: 2

Passenger in XX4 boarded the aircraft last, with no mask. I was making a PA while the FA D had just started closing bins etc. I noticed he was not wearing a mask after he passed me. D FA asked him to put a mask on and if he needed one. He said he had one. She asked him to put it on and thanked him. He stowed his bag and she again asked kindly to please make sure your mask is on. He did not. The FA walked away. After waiting approximately 5 minutes and no compliance I, the A FA walked backed back to his seat bringing extra masks. I tried to hand him one. He said I have one. And I said, please put it on. He then said sternly and harshly, I heard you the first time. I walked way. He did not put a mask on. Our Captain walked by to introduce himself to the FAs in the back, the passenger still did not comply. I asked the agent about him. She said, yes I had to tell him to put it on in order to board. He complied, so I let him board. He obviously took it off after passing her. He was asked 4 times to comply. I decided giving him a warning before we closed the door was only going to escalate the situation. We decided to ask the agent to deplane him. As he deplaned with agent he still did not have a mask on nor was he trying to put one on. The crew did not feel comfortable with him going with us.

## Synopsis



Air Carrier flight attendants reported a passenger would not comply with face mask policy and was removed from the flight.

ACN: 1766051

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Cabin Jumpseat  
Cabin Activity : Boarding  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1766051  
Human Factors : Communication Breakdown  
Human Factors : Other / Unknown  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

Gate agents used block seats [on this flight] for passenger. I was unable to sit in my assigned jumpseat due to gate agents selling seats. We notified company and a Supervisor

came down and talked to agents. The Supervisor then asked me, in front of the passengers, if I wanted to have a passenger taken off [the flight]. I was given the choices of Dead Head on the flight or sit in the jumpseat. I felt pressured to take a jumpseat, sharing with another Flight Attendant.

A week later, I was notified that a crewmember working that flight had tested positive for COVID-19. I'm very upset that I was put in this position and put myself at risk. I still don't know if the Flight Attendant I sat next to on the jumpseat is the one who tested positive.

## Synopsis

Flight Attendant reported feeling pressured to sit in a cabin jumpseat near passengers assigned to company blocked seats. Flight Attendant was later informed of exposure to COVID-19.

ACN: 1766049

## Time / Day

Date : 202010

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Other  
ASRS Report Number.Accession Number : 1766049  
Human Factors : Other / Unknown  
Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Security  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Passenger  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While traveling on board the Flight AABC I witnessed FAs setting up the break curtain in the beginning of the coach cabin. It was odd to me that the curtain would be erected given the difficulty of putting the curtain up and taking it down. My concern is mainly about the safety and security of the flight. I cannot attest to the number of people taking breaks, but breaks were taken and this has to stop. If something has changed and they are entitled to breaks then I am not aware and need to find out whether breaks are to be taken. I had not flown in a few months due to COVID-19, but knew something was not quite right with the curtain issue. Insult to injury, there were numerous stand by passengers/employees onboard that may have witnessed this, let alone regular passengers curious as to why this curtain was erected. Again my concern is about safety and security. I know for a fact that

cabin coverage would have been an issue because there were only X flight attendants if I'm not mistaken working the flight that night. Again these people need to be spoken to in regards to this matter because this could have easily turned into a catastrophic event if someone got sick and needed assistance, or worse a terrorist event. I am concerned and this again needs to be addressed immediately. Why were these flight attendants so confident that they could take a break in full view of passengers?

## Synopsis

Passenger reported the flight attendants erected a curtain in the coach cabin as a rest area during flight. Passenger expressed safety and security concerns with this incident.

ACN: 1766047

## Time / Day

Date : 202010

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1766047  
Human Factors : Time Pressure  
Human Factors : Workload  
Human Factors : Situational Awareness

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1766042  
Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Hour into flight during beverage service, passenger in XX3 told me, that he was going to throw up and needed to go to the lavatory. People around him heard. I asked FA Z to move cart to galley for an emergency. Someone was in right door X lavatory, so the sick passenger accessed right lavatory Y and violently threw up in toilet. FA Z asked if he had a temperature or needed a doctor. He said he didn't have a temperature or possible COVID, but had too much to drink earlier prior to flight. We locked the lavatory back up.

Passenger across from him thanked me for letting him go so fast. It did not result in passengers or crew being exposed to vomit in these possible COVID situations. He did not want medical treatment upon arrival.

## Narrative: 2

FA Z and FA X advised me that during their beverage service passenger in XX3 hurried to them and told them that he was going to throw up. FAs moved beverage cart quickly to the aft galley and moved passengers in aft galley to the side of galley, lavatory X was in use with another passenger. Passenger accessed lavatory Y and was continuously throwing up for a lengthy period of time. FA Z asked passenger if he had any fever [or] COVID, and passenger said no that he just had many drinks before flight. I advised Captain of the situation. Crew utilized situational awareness and company taught skills when dealing with this situation.

## Synopsis

Flight attendants reported dealing with a sick passenger during flight.

ACN: 1766046

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Cabin Activity : Safety Related Duties  
Cabin Activity : Deplaning  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1766046  
Human Factors : Other / Unknown

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

When stepping onto aircraft almost immediately my eyes and throat began to burn. I would also feel headaches. When talking to other crewmembers and pilots many of us expressed similar symptoms. I am concerned what is being used to clean the aircraft based on the reactions my body is having.

## Synopsis



Flight Attendant reported experiencing burning eyes and throat as well as headaches upon boarding aircraft. Flight Attendant referenced the sanitizing agent used to clean the aircraft as a possible cause.

ACN: 1766041

## Time / Day

Date : 202010

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1766041  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

I'm having a difficult time with wearing a mask for so long everyday. A passenger came back and tattled on another passenger that his mask wasn't on. I asked if he was uncomfortable with that and he didn't reply. He just said it wasn't on. I said something like I guess I have to act as "the sheriff." I can't force someone to do something that is making me literally and physically sick myself, so I asked my flying partner to wake him up and ask him. It was done immediately. On a separate flight during this trip we had a medical situation and I realized communication was not happening with masks on. It was horrible to try and talk with a muzzle on my face. The doctor that ended up helping us explained the science on how useless these masks are. So again, I don't understand why a policy

that can end up making us sick when we weren't is still in place. After I was on a plane for 3 days full to capacity, I get on a bus that they won't fill up due to social distancing!! How insane is this to watch after flights are full and social distancing is a joke. Then we ask to deplane separately after cramming in a full flight. It is absolutely embarrassing. And obviously if it did anything, we would actually follow it. I keep praying this is over tomorrow. I have the lawyer that is saying this is crimes against humanity. I am absolutely worried about the bacteria on the mask, especially after speaking with the doctor. If I end up with strep or staph infection or anything bacteria, it will be occupational as I am forced to wear this. I barely eat or drink, cause god forbid someone takes a picture in between sips and I know already the company will not back me up. We are so fearful for our jobs, it is insane. This needs to change now. We are all feeling anxious because of this every flight.

## Synopsis

Flight Attendant reported multiple concerns with wearing a face mask.

ACN: 1766037

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1766037

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During boarding of the flight, the C Flight Attendant brought it to my attention that he had forgotten to brief the exit row on our previous flight. I had been distracted dealing with a mask compliance issue in the front row and I had forgotten to verify with the C Flight Attendant if his over wing had been briefed.

I need to next time take a moment to take a breath and think about all of my duties I need to accomplish.

## Synopsis

Flight Attendant In Charge reported being distracted by a face mask compliance issue and not verifying all before takeoff duties were completed.

ACN: 1766025

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1766025

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

My position was Flight Attendant (FA) B and my jumpseat was in the aft of the aircraft. [While] performing safety demonstration, [there were] passengers in [seats] XX1 and XX2 party of 2 traveling together male and a female. The male passenger was talking on his phone, wearing his mask around his neck, when asked to put his mask he replied he was claustrophobic and could not wear his mask. I informed him it was mandatory to wear the mask and if he was not able to comply with safety instructions that it would be addressed at that time not during the flight. He cursed at me, at that time his female traveling companion told him to stop and to listen. She said he would comply with crew member instructions. I had to stop twice during the safety demonstration to tell him to put on mask and stop using his cell phone, he was [on] a phone call.

FA D's jumpseat was directly in front of row YY and XX exit row. Upon FA taking his jumpseat for takeoff the passenger in seat XX1 was not wearing his mask, took off his shoes and had his duffle bag right at his feet. FA D came to back to tell me what he was doing and that FA D was afraid to say anything to this passenger because he felt threatened by him and feared that this passenger would become violent with him. At that point FA D called the Captain and told him everything that happen since this passenger came on board the flight. FA D requested the Captain to remove this passenger from the flight. However, the Captain came on the PA made an announcement to all the passengers that there was a passenger on board that was not complying with crew instructions and for the passenger to comply with airline instructions right away [or] that he would be going back to the gate. Apparently the passenger immediately put his shoes and mask back on. FA came back to this passenger and his duffle bag was placed in overhead compartment. During takeoff he and his traveling companion pulled down their mask, this happened repeatedly throughout the flight.

## Synopsis

Flight Attendant reported a passenger did not comply with the face mask policy, nor cell phone regulations.

ACN: 1766001

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Route In Use : Direct

Airspace.Class A : ZZZ

## Component

Aircraft Component : Flap Control (Trailing & Leading Edge)

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1766001

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Workload

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Diverted

Result.Flight Crew : Executed Go Around / Missed Approach



Result.Flight Crew : Landed in Emergency Condition  
Result.Flight Crew : FLC complied w / Automation / Advisory

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Aircraft

## Narrative: 1

On initial approach into ZZZ at first flap extension the flaps had an asymmetric condition that stopped the flaps between up and 1 degree, the LEDs (Leading Edge Devices) went to the extend position, no roll experienced. Upon noticing the FO elected to level off and follow the approach track and published missed approach. We informed ATC that we were experiencing a flight control problem and that we would be entering holding. We ran the flap trailing edge asymmetry QRH and decided not to land at ZZZ due to the short runway and degraded runway conditions. We then debated on proceeding to ZZZ1 or ZZZ2. We could not proceed to our filed alternate of ZZZ3 due to the increased fuel burn with the LEDs extended. With a quick rough calculation we decided we had enough fuel to proceed to ZZZ2 that had the longest runway. We contacted Dispatch and they concurred on proceeding to ZZZ2. We then climbed to FL190 and cruised at 220 knots IAS. We ran the ALL FLAPS UP QRH and landed at ZZZ2 uneventfully. Dispatch tried to call Operations Manager but he was dealing with another call.

[I suggest] maybe dedicating someone else to "COVID" situations that took Operations Manager away from being able to assist us. Also having tanked fuel was great because it gave us the option to go to a long runway.

## Synopsis

Air carrier Captain reported the Operations Manager was unable to help the crew during an in-flight mechanical problem due to being involved with a COVID-19 situation.

ACN: 1765999

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Route In Use : Vectors

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1765999

Human Factors : Training / Qualification

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1766338

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : FLC complied w / Automation / Advisory  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On vectors to ZZZ ILS XXR we overshot our intercept to final, but made an immediate correction to track inbound on the localizer. PF and PM were monitoring the multiple vectors, altitudes, speeds and configuration and when cleared for the approach PF did not push and confirm approach mode on Mode Control Panel. As we saw that we were not intercepting the localizer PF corrected the heading and used approach mode to capture the localizer.

As we all work through COVID proficiency issues it's important to be vigilant at all phases of flight for errors and trap them as soon as possible.

## Narrative: 2

On vectors to ILS XXR we overshot our intercept to final, but made an immediate correction to track inbound on localizer. FO was PF and Captain was PNF. Frankly, as PNF, I did a poor job monitoring. Contributing factors were a fixation on getting down as we were a bit high on the vertical profile (that part worked out fine), distraction of broken communication with Approach Control, fatigue due to short overnight, and also pilot proficiency/recency as both of us our new to our respective seats and have not flown much of the past several months.

As PM, I should not have become so pre-occupied with the descent path as in reality we were still quite a ways out and correcting in a satisfactory manner. It would have been better to manage by big picture scan better. Had [I] been doing my job better as pilot monitor instead of micro-managing the descent path, I may have trapped this error.

## Synopsis

Air carrier flight crew reported a track heading deviation and cited lack of flying as a contributing factor.

ACN: 1765996

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : INS / IRS / IRU

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1765996

Human Factors : Fatigue

Human Factors : Distraction

Human Factors : Training / Qualification

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I made an error in not verifying that all 3 ADIRS were aligned before departure after having the preflight flow interrupted by the passenger disturbance at the gate. I tried to be deliberate and methodical in reviewing the manual after discovering the error before performing the alignment and thought I had found the only pertinent caution, the flaps/slats. The format of the manual made it appear to me that the section was complete on page X. Only suggestion would be to keep all cautions and warnings for a given section grouped together in the text, instead of having one at the start of the section and another at the end of the section (in this case on the next page).

The First Officer (FO) and I discussed the threats and errors that occurred on this morning and the opportunities that I missed to capture those errors. We additionally thoroughly reviewed the system. I take away a number of lessons learned from this morning and will be more vigilant when I recognize when my habit patterns are interrupted.

Other potential considerations:

My FO and I had briefed the entire trip that he was low time (just over 100 hours) and I had not flown in 5 weeks. While I felt rested and alert, this was day 4 of a 23 hour trip with all early morning shows which may have also contributed to a decreased capacity.

My cockpit preparation flow was interrupted when a passenger, who had refused to pay for his carry-on bag, breached the gate in ZZZ and caused a disturbance at the forward door. I got out of my seat to see what was going on and prepare to close the door should things escalate. When I returned, I thought I had finished my flow completely but after pushback and engine start realized I had not turned on IRS3 when we got an ADR3 fault caution message.

Knowing that there were warnings and conditions about aligning IRS's outside of the normal preflight I opened page X which has the ADIRS preflight information. The caution on that page said to make sure the flaps and slats were retracted before aligning, which was confirmed before I turned on IRS3. Since there was a GPS outage in our area, and we had moved in the pushback after aligning IRS1 and IRS2 I also decided to do another full alignment of those. When I selected all of the ADIRS off we got a master warning for the ADIRS 1+2+3 fail and other cautions which all resolved after I turned them on to align again.

Knowing we had gotten out of our normal flow, and recognizing that I had gotten distracted with gate issue, during the alignment the FO and I went through the preflight items and reviewed our previous work to confirm we had not missed anything else. After the alignment was complete and all systems normal we departed for an otherwise uneventful flight.

Once in cruise, I went back to review the manual and found on the next page Y a continuation of the ADIRS section with an additional second bullet point, one that said not to align the ADIRS with the engines running.

## Synopsis

Air carrier Captain reported making a procedural error during preflight and cited a distraction and lack of recent flying as contributing factors.

ACN: 1765957

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Climb

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1765957

Human Factors : Training / Qualification

Human Factors : Time Pressure

Human Factors : Distraction

Human Factors : Other / Unknown

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Had the planned route in the FMS. When I received the CPDLC I missed the new route. I had reviewed several routes via the weather application. The route looked familiar and I

didn't notice the route change.

I have not flown in 5 months. Flight Attendants checked in while I was checking the clearance via CPDLC.

The ability to print CPDLC on the ACARS would have trapped my error.

## Synopsis

Air carrier pilot reported a track heading deviation during climbout. Pilot cited distraction and lack of flying as a contributing factors.

ACN: 1765903

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 15474

Experience.Flight Crew.Last 90 Days : 147

Experience.Flight Crew.Type : 11910

ASRS Report Number.Accession Number : 1765903

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Other / Unknown

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1



I am requesting the company ban "single layer neck gators." I do not want them used aboard my aircraft because the ones that I have seen, that are single layer are so thin you can see through them and I do not believe they are effective at protecting anyone. I believe they are unsafe for surrounding crew and passengers.

I had taken the time to ask questions, of a couple of passengers, regarding the "neck gators" they were wearing. They were single layer. I did tell them I was not comfortable with the "neck gators" since they were only single layer and a Gate Agent provided the masks we have, for their flight.

## Synopsis

Air carrier Captain reported requesting the company ban single layer neck gators as they do not provide adequate protection.

ACN: 1765901

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 9012  
Experience.Flight Crew.Last 90 Days : 76  
Experience.Flight Crew.Type : 9012  
ASRS Report Number.Accession Number : 1765901  
Human Factors : Other / Unknown  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Human Factors

Narrative: 1

A part of my preflight briefing includes the request that face coverings be worn when not eating or drinking in the cockpit due to the confined space. My First Officer stated that he would not comply because he had been wearing one all day and did not want to wear one on the flight. After additional requests for compliance I stated that this was a no go item for me and elevated it to Flight Operations and the Chief Pilot.

My reasoning here is that if one pilot is COVID positive yet asymptomatic the chances of the other pilot becoming infected in this environment are very high. I feel that mask usage is a reasonable precaution that reduces the overall risk. Several hundred pilots already contract COVID and unfortunately at least one pilot has died as a result and I believe that statistically speaking this is a higher threat to us at present than all other threats. Unfortunately, there is a lack of guidance to mitigate this risk.

I believe the company should provide guidance towards the cockpit that parallels the guidance for all other areas of our operation that masks should be used at all times when not eating and drinking. When I informed the Flight Attendants of the situation they became extremely supportive and explained that they felt very unsafe when approaching cockpit crews who were not wearing face coverings. Please address this issue. My First Officer did finally agree to wear his mask after speaking to the Chief Pilot and the flight was completed.

## Synopsis

Air carrier Captain reported the First Officer would not wear a face mask in the cockpit when asked to.

ACN: 1765884

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 1000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 7109

Experience.Flight Crew.Last 90 Days : 4

Experience.Flight Crew.Type : 3691

ASRS Report Number.Accession Number : 1765884

Human Factors : Situational Awareness

Human Factors : Training / Qualification

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Just a busy VFR final with speed 170 until 5 miles and then a scramble to get speed set and flaps configured and landing checklist done. Seriously compounding the issue is a lack of recency in the jet (over 5 months since last flight and 8 months since having a consistent schedule).

## Synopsis

Air carrier Captain reported an unstabilized approach and cited lack of proficiency after an extended period of time off as a contributing factor.

ACN: 1765880

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 3150

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Takeoff / Launch

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 14201

Experience.Flight Crew.Last 90 Days : 135

Experience.Flight Crew.Type : 135

ASRS Report Number.Accession Number : 1765880

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 12449

Experience.Flight Crew.Last 90 Days : 38  
Experience.Flight Crew.Type : 2825  
ASRS Report Number.Accession Number : 1765894

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 3135  
Experience.Flight Crew.Last 90 Days : 212  
Experience.Flight Crew.Type : 683  
ASRS Report Number.Accession Number : 1765902

## Events

Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was the PM. Very light aircraft takeoff weight and fairly quick initial altitude level off - 3,000 feet. I called out of 2 for 3 thousand. Climbing through 2,700 feet, I stated "watch your altitude we are leveling off at 3,000." I then called out FMA annunciation of "Speed - VNAV ALT." FO immediately began level off. Wasn't aggressive enough in level off. We climbed as high as 3,150 feet and then immediately descended back to 3,000 feet. ATC - ZZZ Departure frequency stated, I show you at 3,200 feet and you have traffic at 4,000. At that time we were level at 3,000 and I responded we were level at 3,000.

## Narrative: 2

First Officer flying miscalculated level off process. Aircraft very light and climbing rapidly. Exceeded altitude by 150 feet. Adjusted back in timely manner, but ATC called the deviation.

## Narrative: 3

On departure climb at 2,700 the Captain called out altitude, we had a light airplane and we were climbing faster than normal. I pushed the nose over to arrest the climb rate. This resulted in climbing passed the assigned altitude of 3,000 to 3,150. I immediately corrected back to 3,000.

## Synopsis

Air carrier flight crew reported an altitude overshoot due to a light aircraft.



ACN: 1765877

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 5587

Experience.Flight Crew.Last 90 Days : 63

Experience.Flight Crew.Type : 5587

ASRS Report Number.Accession Number : 1765877

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Human Factors

## Narrative: 1

During initial boarding phase the Lead FA brought to my attention a threat to the safety of the flight. The threat was that she noticed several passengers were not covering their noses and mouths with a face covering. FAs counseled each passenger boarding without their masks on properly on airline's policy that all travelers are required to wear face coverings during their entire flight. As the Captain I made three PAs at the beginning, middle, and end of the boarding process explaining the airline policy.

The CSR was initially alerted to this health threat and stated that they counseled customers were traveling together in a large group of about a dozen. He stated that he made PAs in the boarding announcing the face covering policy. At the end of the boarding process the CSR again repeated airline's mask policy then closed door 1L. Prior to pushback the FAs alerted me that they again had to tell a few members of the same group to wear their mask. Later one of the FAs stated that some of the passengers from the large group were displaying eating and drinking motions while specifically staring at the FA. While on the ground, each of the multiple incidents that members of the group were told to wear their masks properly they complied. The Lead FA contacted me after initial level off for cruise flight. She requested that I make another PA about airline's face covering policy because multiple members of the same group were again not wearing their masks to cover their noses and mouths. I made a fourth PA repeating airline's policy and explained that the masks were mandatory for public health reasons. I also explained that they may be putting the safety of the flight in jeopardy. I then contacted Dispatch to alert the company of the threat to the safety of the flight. Via ACARS the Dispatcher issued instructions to mitigate the threat. The Lead FA subsequently informed me that after my fourth PA all passengers complied with the face covering policy.

## Synopsis

Air carrier Captain reported several passengers were not complying with face mask policy.

ACN: 1765801

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1765801

Human Factors : Distraction

Human Factors : Time Pressure

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Taxi

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Gate return. Pushed off the gate, started the engines when we got a call from the back that we needed to return to the gate because of an irate passenger. As we were coordinating the gate return received a second call that we needed to return. Shortly after that received a third call that we needed to return and at this point [contacted] Operations. As we coordinated with Operations, Ramp and Ground for the return Flight Attendant X and the other flight attendants did an amazing job getting the situation under control. By the time we got back to the gate Flight Attendant X said the situation was under control. I checked with the flight attendants to make sure they were okay with the situation and they said they were. Apparently we had 2 passengers sitting next to each other who got into an argument. When Flight Attendant X went back to see what was happening one of the passengers started verbally abusing her. She did an amazing job getting them calmed down, but while that was happening another passenger refused to wear his mask, and another Flight Attendant was dealing with that. I can't say enough about how well Flight Attendant X and the others handled the situation. In fact, as passengers were deplaning in ZZZ1 I overheard a number of passengers express what a good job they had done.

Many folks seem to have a short fuse, all the ugliness happening around the country, wearing masks...lots of grumpy people confined in a small aluminum tube.

## Synopsis

Air carrier pilot reported flight attendants excellently handled a passenger misconduct event during pushback.

ACN: 1765758

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 1000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1765758

Human Factors : Fatigue

Human Factors : Training / Qualification

Human Factors : Other / Unknown

Human Factors : Distraction

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

ATC asked us to maintain 190 [knots] to ZZZZZ, I realized that might be a little tight, but I thought it would work if configured a little early. I was referencing the radar altimeter throughout and as the speed was not coming off as I would have liked I believed it to be manageable. I thought I had an additional 300-400 feet to configure to flaps 30 for landing, when I heard the 1,000 foot call. I [immediately] executed a go-around for being unstable.

Cause - 1) Length of time between flights. 2) Long day. 3) High rate of speed to FAF.

Knowing how little I have been working, I should have been a little more aggressive in my SA (Situational Awareness) and planning.

## Synopsis

Air carrier pilot reported an unstabilized approach resulting in a go-around.

ACN: 1765719

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 40

ASRS Report Number.Accession Number : 1765719

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger neglected to comply with airline's mask policy, resulting in passenger being removed from the aircraft. The aircraft was still at the gate when this event took place and after the passenger was removed, the flight departed to its destination without further

incident.

Forward FA asked me (CA) to speak with non-complying passenger about our mask-policy. After speaking with the passenger, the passenger complied and agreed to properly wear the mask. After a few minutes, the FA complained again that the passenger was not complying with the policy and that the passenger was getting aggressive towards the FA. The station manager was involved in this incident and a decision was determined to remove the passenger from the flight.

## Synopsis

Captain reported a passenger was not complying with face mask policy and was eventually removed from the flight.



ACN: 1765691

## Time / Day

Date : 202010

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC  
State Reference : US  
Altitude.MSL.Single Value : 28000

## Environment

Weather Elements / Visibility : Turbulence

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Dispatch : Dispatcher  
Qualification.Dispatch : Dispatcher  
ASRS Report Number.Accession Number : 1765691  
Human Factors : Time Pressure  
Human Factors : Workload  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Dispatch  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Contributing Factors / Situations : Weather  
Primary Problem : Company Policy

Narrative: 1

[I] released 50 flights in an 8 hour period. From the moment I sat down, the X area was experiencing moderate turbulence from FL280 and above. As a result, it became necessary to file the majority of my flights in this range, resulting in numerous phone calls from inquiring crews. The turbulence persisted until the time I was relieved at Xpm. Along with the numerous releases, ZZZ amended their TAF twice, leaving me to amend the release of 7 airborne flights in order to remain legal. I had one rolling maintenance generating numerous phone calls from just the one crew. In my opinion, this workload is excessive.

Cause - Managements inability to properly staff the office.

Re-evaluate the workload and [I] suggest adding more dispatchers to alleviate excessive workload.

## Synopsis

Dispatcher reported excessive workload due to staffing issues.

ACN: 1765686

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 500

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Airspace.Class B : ZZZ

## Aircraft : 2

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Takeoff / Launch

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1765686

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Troubleshooting

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Weather  
Primary Problem : Weather

## Narrative: 1

The flight was cleared to line up and wait on Runway XL while Aircraft Y was on short final to [Runway] XR. A short time after stopping in position on the runway, the flight was cleared for takeoff. Takeoff was normal and the flight proceeded to climb to 500 feet and I was just about to initiate the right turn to 060 degrees as required by the ZZZZ X departure. As I looked to my right, I could see Aircraft Y, on a go-around and apparently flying the runway heading, overtaking us at our altitude and in a position that was, in my opinion, much too close and a very real threat. Just as this was happening, the tower instructed us in an urgent tone to turn left to heading 360 degrees. I immediately initiated the turn, hand flying, as the Captain dialed it in with the heading selector. With that action the threat was over; our flight turned away to the left as the Aircraft Y overtook us in both distance and altitude. The Captain and I learned through the ensuing communication between the Tower and Aircraft Y flight that it had gone around due to a strong wind gust.

I have had a considerable amount of experience flying in and out of ZZZ over the years while I was employed by with another company. It has always been customary that Tower controllers stagger the takeoffs on Runway XL with the landings on XR. I have noticed that takeoffs usually are cleared as the parallel runway aircraft are either actually landing or rolling out. This is just what I have noticed through the years and I do not have actual knowledge of Tower procedures at ZZZ. Because our flight was lined up on Runway XL, I could not see the landing traffic. When our flight was cleared for takeoff, I made the assumption that the parallel traffic was landing and not going to be a factor. However, when Aircraft Y went around, it quickly began to overtake us and could have been a real threat to our flight. With the excellent visibility at the time, I am certain that the Aircraft Y pilots could see us, but it was still very concerning that our two flights got so close. I am concerned that there was possible loss of situational awareness on the part of the Tower Controller or a deviation from standard ATC procedures. When Aircraft Y aircraft unexpectedly went around, an unsafe condition could have quickly developed. This is especially concerning because the SID procedure requires a turn across the parallel runway's extended centerline.

I have some concerns that during this COVID pandemic and the resulting slowdown in air traffic, that both flight crews and ATC are no longer operating at the highest levels of attention and situational awareness. This reinforces in my own mind that absolute adherence to standard operating procedures is so very important and is a major barrier to

safety of flight events when unexpected actions occur. I cannot say for sure, but I believe that our flight was cleared for takeoff too early and when Aircraft Y landing on the parallel runway went around, the situation developed quickly into an unanticipated loss of separation. I hope that procedures at ZZZ Tower are reviewed and adjusted so that this situation does not develop again.

## Synopsis

Air carrier First Officer reported an aircraft went around due to winds, while they were departing a parallel runway causing an airborne conflict.

ACN: 1765676

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 1000

## Environment

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class C : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1765676

Human Factors : Distraction

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1765752  
Human Factors : Situational Awareness  
Human Factors : Confusion  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action  
Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Airport  
Primary Problem : Human Factors

## Narrative: 1

I was the pilot flying. I had never been to ZZZ. Captain was pilot monitoring. During descent, ZZZ Approach advised that the tower would be closing soon and to advise ZZZ in sight for a visual to XX. We had reviewed all applicable Jeppesen pages including Tower closed procedures. ZZZ confused us initially with the statement Tower would be closing soon, as it was a little after XA00L [local time], so we didn't know if that meant we would be getting in before they officially closed. We got the field in sight and Approach cleared us for the visual and said to contact them on the ground to close our flight plan. Focusing on flying, I don't remember them saying to switch to CTAF or XYZ.X for advisories, but I knew that was the plan and didn't see that when the Captain switched frequencies and began making call outs that he had switched to UNICOM instead of CTAF. While I haven't done a lot of flying into airports with a closed Tower, when I have, it wasn't uncommon for transmissions in the blind to go unanswered so it didn't concern me when no one responded to our calls. I followed the guidance to align with [Runway] XX and started descent on glide path. It was right around 1,000 when I called stable that I noticed yellow flashing lights in the center of the touchdown zone. I mentioned to the Captain and said I thought there might be a vehicle on the runway. We continued and just after he called out the 500 foot call I noticed the light moving down the runway and then could make out brake lights illuminate on the vehicle. I called out I was going around for a vehicle on the runway and the Captain acknowledged. I executed the go-around and we went back to approach frequency and advised them what had happened. He cleared us for another visual and we again made all the appropriate calls, although on the wrong frequency, and landed uneventfully.

Although it was clear in the company pages, we had some initial confusion as to exactly when the Tower would close. NOTAM had said XA00L, but it was after that, approximately

XA05L when approach said Tower would be closing shortly. We were only 5 minutes out so I think we both had some impression that Tower may still be open when we landed. On the Jeppesen pages UNICOM is listed right next to Tower/CTAF and I think as things were happening quickly when Tower cleared us and we realized Tower was now closed we were configuring and I believe the Captain just looked and grabbed the wrong frequency.

A more thorough discussion between both pilots to make sure we are both seeing the same information and are on the same page as to what the exact procedures we will follow in unusual operations such as a closed Tower.

## Narrative: 2

Flying with ZZZ Approach vectoring for final to Runway XX when Approach warned of the Tower closing. First Officer flying and proceeded to the outer marker and called the field in sight. ZZZ Approach advised to switch frequency, but to call back and cancel IFR after we land. I looked at the airport diagram and saw UNICOM and used that frequency to announce our position. After we were fully configured and on short final we saw a vehicle on the runway. We continued until about 300 feet then did a go-around called ZZZ Approach to advise of our situation. He offered vectors, but we had the field in sight went back to UNICOM and landed canceled IFR clearance and taxied to the gate.

First day back flying after taking extended time off. Leg 3 at night and not expecting the Tower closure. After reading the FOM the next day I realized CTAF is the correct frequency to use. Also looked at 10-9 pages and found the note about Tower closure procedures.

Having been to an uncontrolled airport once in my career and the First Officer running the radio I was unaware of the procedures. Why would UNICOM frequency be listed?

## Synopsis

Air carrier flight crew reported executing a go-around after seeing there was a vehicle on the runway. The Tower was closed at time of the event and the crew was on the wrong frequency.



ACN: 1765673

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Initial Climb

Route In Use.SID : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1765673

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1766500

Human Factors : Communication Breakdown

Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Departure clearance is not received until taxi out, close to departure end of runway. We were flight planned for one SID but given another SID when I received the clearance on taxi out. I remember looking at the SID, which has approximately 6 different SIDs on one page and did not realize the assigned SID was not on the SID page, but depicted on the runway page. Shortly after the clearance was received, there was also a distraction regarding the aircraft. I cannot remember, but it might have been a transient ECAM, this aircraft had several when we left ZZZ. I performed the takeoff and realized then that we did not have the assigned departure. The CA also did not catch the change in SID, and we queried ATC for a verbal description of the departure.

I have not flown much in the past 7 months and normally avoid Country X. Due to the language barrier, previous aircraft malfunctions, assigned SID not on SID page and another distraction I cannot specifically remember, I failed to change the SID in the FMS. This is just being reported now because there was not time between this flight and the next leg due to interview to renew customs clearance, being selected for random security check, the need to obtain food prior to flight. The next leg involved an air divert and was more on my mind than this.

All published SIDs on one page would greatly enhance situational awareness. Although we were not rushed, there are many distractions and my normal cross check procedures were not in place.

## Narrative: 2

On initial climb I quizzed the Controller as to our first point on the SID and realized we were not flying what we were cleared. He then told us to climb to 6,000 then direct ZZZZ. We did as cleared. He then questioned us as to which SID we had been cleared and I told him we believed it was the RNAV and apologized for the confusion. The rest of the departure was uneventful.

You don't get a clearance until you request taxi at which point you're told to contact

Tower. Tower gives you taxi and ATC clearance. Would have been nice to get clearance at the gate. Controller had a thick accent and we made the assumption we understood which departure we'd been cleared but were in fact mistaken.

Double check your clearance before you depart even if you think you have it correct. I had a suspicion, but didn't quiz anyone till we were airborne.

## Synopsis

Air carrier flight crew reported not flying the correct departure procedure and not realizing it until after contacting ATC.

ACN: 1765666

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1765666

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 176566  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Distraction

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

From the ZZZZX arrival approach gave us a clearance direct to ZZZZ on the ILS XXL approach. The PM selected the ZZZZ fix from the DIR FMS page and asked if I agree, I visually verified that direct ZZZZ was selected and replied I agree and to execute the change. The PM then stated we need to make the 176 course big, and I agreed. After the change was made I verified on PFD1 that the aircraft was in white needles with NAV captured and the fix was ZZZZ. A few moments later approach asked us if we were going direct to ZZZZ, and again I verified on PFD1 that the aircraft was in white needles, navigating to the fix ZZZZ. The PM confirmed that we were direct ZZZZ. Approach then gave us a HDG to the right of our flight path to fly. I dialed in the requested heading (I think it was 125) and selected HDG on the FCP and verified on the PFD1 that the aircraft was now in HDG mode. Trying to determine what had happened and why we need a course correction I noted the flight path on PFD2 that showed we had been tracking the last heading as an intercept for the extended LOC course outside of ZZZZ. A brief discussion of what had happened with the PM was conducted and we both agreed that we should not have entered the course, which tells the FMS that you want this heading to intercept, and that it should have been left as the course direct to ZZZZ as this was the clearance. The approach was conducted without further incident.

This was my first flight as Captain after almost X years. I had just completed IOE the previous week, which had multiple interruptions including being taken off line because my IOE Check Airmen had been exposed to COVID. I flew one turn as an FO the previous day, and this flight. I believe my concern to be open to correction caused my response to want to agree with the PM, and this was a common error I had made during training as well, not making the inbound course 'BIG' to have the FMS adjust the flight profile for an intercept as opposed to flying to a specific course. Just because I had made this error before, does not mean that I will make it again, I should have stated out loud why I did not initially ask to make the course big, because I heard the clearance as direct to the fix, not intercept, which we were primed for, due to our position in the flight. Additionally when ATC questioned if we were going direct to ZZZZ, I check PFD1 to read the status of our navigation, and seeing ZZZZ as the fix, and NAV captured and in white, believed this could only be the case. In all my time flying this type aircraft, I don't know if I have ever been aware that this shows when intercepting the course, as you would usually see HDG

mode to capture. Additionally, the slight difference in the flight path was not great as displayed on PFD2 in the map. This will definitely change the way I verify the mode the aircraft is in, to include tracing the flight path on PFD2.

## Narrative: 2

We were on descent via ZZZZZX Arrival. We were cleared Direct ZZZZZ before the last fix of ZZZZZX Arrival on the Visual back it up with (ILS) for Runway XXL. I was PM and selected ZZZZZ and placed it in Magenta line select. It was my fault for doing the procedure as if we are sequencing for the approach. So, I select making the course big on the right line select side. I did asked PF to confirm before executing the FMS. That ended up extending the centerline and the aircraft continued to fly it current heading tracking toward the extended centerline. Roughly, after 30 seconds Approach Control came on and asked if we are direct ZZZZZ. I verified the FMA as well as on the left side of the compass rose on the PFD. It [was] displaying ZZZZZ and in white FMS letter. So, I responded that we are going direct to ZZZZZ. Approach after that gave us a heading of 125 to have the aircraft position heading toward ZZZZZ. After that both PF and I talked over to see what went wrong during the execution. We both came to an agreement that it was due to my mistakes for making the intercept course big. After we heard toward, ZZZZZ Approach cleared us to join the LOC for XXL and we called for the field in sight. We were cleared for the visual for XXL. Everything and aircraft landed safely without any other issue.

My suggestion is to be more vigilant and [have] more situational awareness. Especially, if you don't fly often. As well as making sure understanding what you are selecting and understand clearance fully.

## Synopsis

Air carrier flight crew reported a track heading deviation during arrival and both pilots cited lack of flying as a contributing factor.

ACN: 1765651

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 400

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1765651

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1765737  
Human Factors : Distraction  
Human Factors : Training / Qualification  
Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

At gate X in ZZZ, filed to ZZZ1 on the ZZZX Departure. The flight plan after the SID started at ZZZ. We requested log-on from ZZZ2 for the departure clearance 30 minutes prior to push. Flight plan (legs) verification accomplished per SOP. First Departure clearance came about 20 minutes prior to push indicating a new clearance for the ZZZZZY, ZZZZZ [Intersection], as filed. Started to update flight plan to account for this. While editing flight plan, another Departure Clearance came in for ZZZX, ZZZ [VOR], ZZZZZ [Intersection], AF. Started editing flight plan again to account for reversion to original flight plan and SID. Completed another flight plan verification from ZZZ. Completed briefing. Standard push back and taxi for [Runway] XXR. Completed before takeoff checklist, inclusive of the "runway confirm." Both the FO and myself think we both saw the correct runway on the ND during the final check, as well as the departure brief. On takeoff, very early after liftoff, switched to Departure Control. Very early in climb, "NAV" engaged, catching me off guard as it seemed like we were below 400 feet, commanding a hard right turn. I instinctively followed the flight directors initially. In the turn, still below thrust reduction altitude (1,000 feet), I realized from my briefing that the turn should have been to the left, not the hard right turn the flight directors were commanding. I started to correct back to the left. I did not see any traffic in our immediate vicinity on TCAS. ATC then assigned us a heading of 350. As we were in the turn to Heading 350 ATC mentioned that we were supposed to turn left. I believe were around a northerly heading when we hit 1,000 feet, our thrust reduction altitude. We apologized to ATC and inquired if there was a traffic conflict, which he replied "no." He handed us off. About 60-90 minutes into the flight we were notified over CPDLC of a possible pilot deviation and to call TRACON. I called TRACON and the Supervisor was very cordial. He explained what they had seen, and we also told him what had happened on our end. He told me they had been seeing this event a fair amount lately. Coincidentally, on the same aircraft yesterday for the outbound flight to ZZZ, we had to have maintenance reset the FMC's on the ground in ZZZ1 because both with, and without, a Flight plan in the FMC, as soon as the flight directors would be turned on the lateral "NAV" mode would engage and command a hard right turn. We tried resetting everything, inclusive of the ADIRS, swapping the nav data base, and the same thing kept happening. After maintenance reset the FMC's problem went away.



Caught/detected by myself (PF) below thrust reduction altitude of 1,000 feet. Correction applied.

First flight and operation into a busy complicated airport in over 6.5 months due to the COVID situation. Numerous cockpit distractions during cockpit setup. Several ATC digital clearances within a short period of time. External stresses caused by current state of affairs currently going on within our country and our company. Potential aircraft navigation technical issue, however, I cannot rule out pilot error. Possible pilot error scenarios would be; departure procedure in the FMC jarred/messed up by the second CPDLC clearance route uplink, and subsequently not caught during second flight plan verification. Potentially wrong runway set in FMC during cockpit setup. The FO and I don't believe it is the incorrect runway scenario because we did the Flight Plan verification, briefing, and final runway confirmation approaching the runway threshold as per SOP, and we believe we saw the digital representation of the runway on the ND. But I have to admit this is a possibility. At all times all SOPs were adhered to the best of our knowledge.

## Narrative: 2

It was a busy morning out of ZZZ. Our flight plan called for the ZZZX Departure. The automatic upload for the flight plan wasn't working so my Captain was manually loading the flight plan. We received our new clearance indicating the ZZZZZY, ZZZZZ [Intersection], AF. We then fixed the computer and did a flight plan verification. Then we received another clearance, ZZZX, ZZZ [VOR], ZZZZZ [Intersection], AF. We fixed it in the box, did another verification. After takeoff, it seemed very early the airplane went into nav mode, with a right turn. Before I could say anything my Captain was correcting the turn. And before that ATC told us to turn left to 350. He then mentioned we were supposed to turn left on the ZZZX not right. We apologized and continued without incidence.

Cause - Second flight on over 7 months, due to COVID. A bunch of cockpit distractions, followed by multiple different clearances, and airplane malfunctions with automatic uploads. Bottom line SOPs were followed to best of our knowledge. Verify, verify, verify.

## Synopsis

Air carrier flight crew reported turning right instead of left on departure. Both pilots referenced lack of flying as a contributing factor.

ACN: 1765647

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 4749  
Experience.Flight Crew.Last 90 Days : 140  
Experience.Flight Crew.Type : 728  
ASRS Report Number.Accession Number : 1765647  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

Narrative: 1

Numerous passengers wore the mask incorrectly. Both flight attendants and Captain made multiple PAs detailing the importance of proper mask wearing. Gate Agent also made additional PAs prior to pushback. Throughout the flight, passengers would not comply with mandate. Notified Dispatch.

## Synopsis

Air carrier First Officer reported that despite multiple PAs, passengers would not comply with face mask policy.

ACN: 1765646

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 15607

Experience.Flight Crew.Last 90 Days : 165

Experience.Flight Crew.Type : 1921

ASRS Report Number.Accession Number : 1765646

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

While passing through ZZZ Flight Operations, I encountered 3 pilots in the lounge. Not one was wearing a mask.

## Synopsis

Air carrier First Officer reported seeing pilots in the lounge not wearing face masks.

ACN: 1765643

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Pneumatic System Control

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 2755

Experience.Flight Crew.Last 90 Days : 95

Experience.Flight Crew.Type : 1541

ASRS Report Number.Accession Number : 1765643

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 24000  
Experience.Flight Crew.Last 90 Days : 11.2  
Experience.Flight Crew.Type : 5355  
ASRS Report Number.Accession Number : 1765648  
Human Factors : Training / Qualification  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Prior to this flight, the Captain said he hadn't flown since June, except for a training event at the training center. I had the previous month off, with the exception of a ZZZZ turn, in which I flew one leg.

The aircraft had a complicated description of the deferred number two engine cowl valve stuck open write up. Due to this write up, the number two bleed valve was placarded. Since this was the first ETOPS flight in many months for both the Captain and myself, I handled all the pre-flight duties while the Captain questioned ZZZ station maintenance about the write up. He did this on comm 2, which I had tuned on speaker, so I could try and stay in the loop. The Captain questioned station maintenance twice as to leaving the number two bleed off for flight, and then he instructed me as such. We departed and climbed normally to cruise flight. During the climb I was busy as PM, preparing all that is required for the ETOPS segment, and was having difficulty contacting ZZZ Radio on HF (bad HF day). We eventually re-established radio contact with ZZZ [TRACON] to ask for current HF frequencies, after trying all comm frequencies on the Jepp enroute Comm section. During this time, an ACARS message came across the printer concerning the bleed configuration. I was very busy, and tore it from the printer and handed it directly to the Captain.

Once we established cruise flight and handled all the ETOPS requirements, I again reviewed the limitations section of the FM, the ACARS message, and the maintenance release. The maintenance release printed off the ACARS printer (at the gate) such that the four sections of it were not sequential. With two separate, but related write ups, this made reading the maintenance release difficult and confusing. Once I realized that we had configured the bleed system incorrectly, I immediately brought it to the Captain's attention. At first he was hesitant to reconfigure the system. When I showed him the limitation section and cross referenced it with the maintenance release, the logic of reconfiguring the system was clear, and we did so.

We continued the flight uneventfully and de-briefed per SOP.

## Narrative: 2

Upon preflight multiple maintenance placards for same system created some discussion. Communicated with Maintenance Control twice to confirm no special operations restrictions. Was assured by Maintenance Control there were none. We took off with pneumatics in ground configuration per MEL. Shortly thereafter in-flight FM investigation determined panel to be set up in normal configuration. We reset it appropriately and continued under normal operations for the remainder of the flight.

## Synopsis

Air Carrier flight crew reported they had configured the bleed air system incorrectly before takeoff.

ACN: 1765641

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase.Other

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 23000  
Experience.Flight Crew.Last 90 Days : 70.23  
Experience.Flight Crew.Type : 4276.37  
ASRS Report Number.Accession Number : 1765641  
Human Factors : Situational Awareness  
Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Company Policy

## Narrative: 1

Flight ABBC, ZZZ-ZZZ1 was through catered from ZZZ1 via Flight ADCE ZZZ1-ZZZ. This is a normal procedure [for] this through catering. Changes in company catering/servicing has rendered it unsafe.



The pilot and first-class passenger meals for the return flight are boarded in ZZZ1 before departure. After a five-hour block time, the aircraft sits on the ground in ZZZ for about eight hours. And while the ice has mostly melted by arrival, ZZZ (or ZZZ2 or ZZZ3) would historically provide sufficient ice to keep food for the return trip cool and safe to eat. That is no longer true.

ZZZ no longer caters even ice or water. A query to the station for more ice was met with the reply, "Due to COVID, we no longer do ANY catering."

The ice and dry ice (if dry ice was ever boarded, no one knows) was long gone by the time we boarded for the return flight. Compounding the lack of proper refrigeration, the preconditioned air at the gate was hot. As it was a "terminating flight," the previous crew had followed SOP and shut down the aircraft. Only preconditioned air was available. Unfortunately, the air provided made the aircraft stuffy and uncomfortably warm.

I asked to see the crew meals for the flight. When the blue bag was opened, a horrendous stench filled the galley. The blue bags contained four crew meals, no dry ice, no dry ice packs. The putrid odor of decaying fish and something else, something really sour, was hideous and wafted throughout the forward cabin.

Due to COVID and the time of departure, no restaurants in the airport were open. The crew had no option to purchase substitute meals. The significance of this is not to be missed--because this is a red-eye flight, the crew usually sleeps just prior to report. Sleep is prioritized over foraging for food. Crew members have the reasonable expectation that the contractually provided crew meals will be on board and edible. This is not the case.

I have done several of these all-night flights now. [Every] single one of these trips had no food for the crew due to spoilage. This is egregious and unacceptable. The passenger meals are equally affected. During COVID, most restaurants in town or at the hotels are simply not open. And, even if some are, a crew member and/or passenger expecting a meal doesn't go out and buy something for the trip.

These through-catered meals are unsafe. They will poison. I worry about the passengers. They eat the meals they are served, fully expecting them to be safe. I also worry about pilots. Can you imagine both crew members getting ill at the same time? If they skip the crew meal (which most do, once they smell it) can you imagine the low blood sugar experienced having slept through one mealtime and then denied another? Shift work is hard enough. Skipping two meals is harder. There are physiological ramifications.

I can only guess how OSHA or the FDA would feel about the food we are [providing]. Employees have a right to meal breaks, and meals. A quick search on the internet reveals this: Food like meat, poultry, milk and cream should be kept out of the Danger Zone (between 4degC / 40degF to 60degC / 140degF). Anything between that range is considered dangerous and can cause pathogenic toxins to be emitted, resulting in severe illness in the consumer. Another way to keep your food from spoiling is by following a four step system: Clean, Separate, Cook, Chill. This will reduce any risks.

Company's current treatment of food is unsafe. It could cause severe illness or worse, not just in the passengers but in the crew. It's not a matter of if, but when.

## Synopsis

Air carrier Captain reported food that is provided for passengers and crew is unfit for human consumption on specific flights.

ACN: 1765512

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1765512

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Human Factors : Workload

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Mother in row XX was extremely non complaint with her child wearing a face mask beginning during boarding. I asked her age, she told me 3 years old, so I told her the

policy. She immediately became rude and said how "every state is different" etc., so I reiterated our mask policy and how she signed and agreed when checking in. She said she will not force her child to wear a mask and I asked that she help us as a crew to engage with her child and let her know the rules. She proceeded to argue and say she won't force her child to do anything she doesn't want to do and let her child walk all over her. FA A then tried to discuss with the mother as I stood there. We kept reiterating our policy and that we are just doing our jobs. She proceeded to raise her voice, become hostile and rude to us-- but put a face shield on her child. FA A explained the face shield rules which only upset the mother more, but we were just doing our job. FA A informed the Captain before takeoff of the situation and we asked for a Supervisor to meet the plane to explain the rules to the mother as she continued to argue with us. The mother did not enforce or comply for her child the entire time. Supervisor met the plane and took over from there.

## Synopsis

Air carrier Flight Attendant reported a parent could not make a child comply with the face mask policy during boarding.

ACN: 1765510

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1765510  
Human Factors : Situational Awareness  
Human Factors : Troubleshooting

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

## Narrative: 1

The aircraft was not cleaned per COVID guidelines. Absolutely nothing was wiped down with the hospital grade cleaning solution that was in plain sight. This has been observed multiple times on all recent departures out of ZZZ. Even though there was no time constraint, this cabin crew refused to wipe down the cabin. After being asked multiple times if they would comply with this cleaning requirement, I was told, "we don't do that anymore, we don't get paid enough for that." You are telling passengers that their aircraft, seat, and tray table is being sprayed down with a hospital grade disinfectant, and this is a gross misrepresentation of what is actually happening. This flight was not properly cleaned

despite there being plenty of time to do so and despite cabin service workers having the cleaning solution in their bags. This has also been observed on the last 5 departures I have worked out of ZZZ. This is absolutely disgusting, jeopardizes the well-being of crew and passengers, and deserves immediate attention. Cabin service workers are deliberately ignoring this cleaning procedure.

Address this issue with ZZZ cabin service immediately. They should be wiping down cabin seats, tray tables, bins, and more with the hospital grade cleaning solution as you have advertised to customers as a means to gaining their confidence in flying with the airline. This is a complete false truth. These airplanes are not being cleaned per procedure and customers and crew need to be told the truth.

## Synopsis

Air carrier Flight Attendant reported unacceptable cleaning and sanitizing procedures by the cabin cleaning crew.

ACN: 1765509

## Time / Day

Date : 202010

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : FMS Or FMC  
Nav In Use : GPS  
Flight Phase : Cruise  
Route In Use : Direct  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Crew Rest Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant In Charge  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1765509  
Human Factors : Situational Awareness  
Human Factors : Troubleshooting

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

COVID safety guidelines still in place limiting crew rest facility to one FA per break. This is not safe, regardless of pandemic.

1) Safety guidelines state that when fighting fires, there must be a minimum of X FAs present to fight the fire, gather needed equipment and communicate with the Flight Deck. This cannot be accomplished with only 1 FA allowed in crew rest facility per break period. If a fire were to break out, this could affect the safety of the flight itself. If the lone FA allowed to break in the crew rest facility were to have a sudden health issue, it would also

be dangerous as he/she might not be able to alert the rest of the crew in time.

2) Since being forced to take scheduled breaks in the cabin as a temporary change due to the pandemic myself and other FAs have suffered fatigue due to adverse conditions. In the cabin, we are subject to PA announcements, noise from passengers, foot traffic, and light coming into the cabin from open window shades.

This flight had two families with infants and a toddler seated in the X zone, where our current alternative break seats are located. One family seated at row X and Y had technical issues with their video system and moved seats back and forth multiple times then back to original seats-creating noise and disturbance. Toddler constantly talked very loudly (as toddlers do) to her mother, grandmother and television shows throughout the flight.

For these reasons, I myself took my scheduled contractual break in the crew rest facility (although I was not the most senior) and also allowed some FAs above the 1 currently allowed if others did not object.

However, the FAs entered the crew rest facility one at a time and closed curtains immediately after themselves, kept masks on during their breaks and used alcohol or bleach wipes on areas they touched.

## Synopsis

Air carrier Flight Attendant reported concerns with crew rest facility restrictions during the COVID-19 pandemic.

ACN: 1765503

## Time / Day

Date : 202010

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Cabin Activity : Safety Related Duties  
Cabin Activity : Deplaning  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1765503  
Human Factors : Physiological - Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Detector.Person : Flight Attendant  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I experienced symptoms similar to what I normally associate with a common cold or seasonal allergies while serving as a crew member on a flight, the same conditions that are normally remedied with over the counter medications. It never crossed my mind at the time that it could be COVID, until after I got home.

Since COVID symptoms vary from those of a common cold, a flu, or a total lack of symptoms altogether, non-medical personnel cannot be expected to self-diagnose. It would behoove the company to pre-screen crews prior to flight to avoid the trouble and cost incurred in situations like this. Until this is in place, and in my situation, I will call out sick rather than going to work and possibly risking the health and safety of our customers and co-workers.



## Synopsis

Flight Attendant reported experiencing symptoms similar to a cold or allergies during flight and did not think it could be COVID-19 symptoms until at home.

ACN: 1765465

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 1000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Climb

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1765465

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

It was a configuration 2 takeoff out of ZZZ and I was the PF. After passing 1,000 feet AFE, I selected climb power and the FO verified climb power. After accelerating through "Flap" speed I called for "Flaps 1," the FO selected flaps 1 and called "Flaps 1." After the flaps were at 1 and as the airspeed was accelerating to "[Clean]" speed, I engaged auto pilot 1 and stated "Autopilot 1." While confirming autopilot 1 engagement on the FMA, I heard the FO say "flaps up" while disarming the spoilers. I immediately stated "Negative, Negative!" and reset the flap lever back to Flaps 1. After accelerating through "[Clean]" speed the flaps were retracted.

I feel that saying "Autopilot 1 or 2" can be confused with a flap configuration change. I have also noticed basic mistakes occurring with pilots returning from leave. It seems to happen a short time after their return to the line when comfort levels are starting to return.

I feel that the PF should select autopilot on and use the callout "Autopilot IS on."

## Synopsis

Air carrier Captain reported a flap setting issue during climbout and stated that a callout sounding similar to the flap callout may have caused confusion.

ACN: 1765414

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1765414

Human Factors : Other / Unknown

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

The issue at hand is that we as safety personnel have a very small office for all of us. Not to put out too much information on the agents that had COVID-19 and got better thank god are back in the office now. I have noticed that all the managers and Supervisor have plexiglass dividing them for each other in small areas. Also having a half door plexiglass on the outside of the front door to their office before they enter the office. We should have the same thing showing the agents that we as a unit are taking this matter serious to stop the spread.

## Synopsis

Air carrier ground employee reported concerns with management not taking the steps necessary to stop the spread of COVID-19 in their work environment.

ACN: 1765412

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 18000

Experience.Flight Crew.Last 90 Days : 152.3

Experience.Flight Crew.Type : 13000

ASRS Report Number.Accession Number : 1765412

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

### Narrative: 1

Not sure if this is indicative of other issues at ZZZ as there were two others that I am reporting. This report is safety related as the actions of the ZZZ ground crew could have caused damage to equipment and/or injury to Ground Personnel.

After being pushed back from XX and setting the brake, the ramp person in front of the airplane proceeded to give me the all clear (arms extended down at 45 degrees) while the tug was underneath the nose and still connected to the aircraft. I asked the ramp person on the intercom why this was and asked him to tell the ramper out front what the proper procedure was. After the tug pulled away (the person out front maintained his arms at a 45 the entire time), the tug driver tried to explain what the procedure was and it appeared the two were arguing with the person giving us incorrect instructions defending his actions.

Before we taxied away, I called ZZZ Operations on the radio to inform them of the issue as well. This was probably the most unsafe pushback/release I've seen in a very long time and could have easily gotten out of hand due to the non-SOP actions of ZZZ. Thankfully, due to me being away for two weeks and the FO being away from flying for over five weeks, we were hyper-vigilant of what was going on around us.

### Synopsis

Air Carrier Captain reported experiencing an unsafe push-back from the gate.

ACN: 1765395

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Flight Phase : Taxi

Airspace.Class B : ZZZ

## Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 8159

Experience.Flight Crew.Last 90 Days : 185

Experience.Flight Crew.Type : 5491

ASRS Report Number.Accession Number : 1765395

Human Factors : Distraction

Human Factors : Situational Awareness

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1765022  
Human Factors : Time Pressure

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Received aircraft from maintenance base in ZZZ with AFT FUEL BOOST PUMP MEL. Called and got another Dispatcher to patch Captain to Maintenance Control. Still did not get my answer about having to carry an extra 5,000 pounds of unusable fuel. Flying with a First Officer who was on different aircraft. Very little recent experience in aircraft, because of the COVID and personnel issues. Slowed pace considerably to accommodate, First Officer [was] very hard on himself and working hard on flows, but not smooth and habit like. Dark on departure, and with amber fuel pump light shining in my eye, I did not catch the switch out of place after the Before Takeoff Checklist was done and we took the runway for takeoff. Got the tattle tale message after takeoff and debriefed the situation.

## Narrative: 2

For breeze-on/reduced thrust takeoff from Runway XXL at ZZZ, we set and left L PAC switch on high position. While climbing, we received ACARS alert message for incorrect pack configuration. We immediately corrected the problem. We continued the flight then landed ZZZ1 without any incidents.

## Synopsis

Air carrier flight crew reported departing with an incorrect pack configuration.



ACN: 1765375

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : BWI.Airport

State Reference : MD

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Ground : BWI

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 92

ASRS Report Number.Accession Number : 1765375

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Incursion : Taxiway

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Chart Or Publication

## Narrative: 1

Planned landing in BWI on Runway 33L. We were assigned to park at Gate X. On the current ATIS, it had a NOTAM that said "Taxi F closed between Taxiway P and Taxiway T." So we had an expectation bias to exit Runway 33L at Taxiway F and that our taxi-in instructions would be to taxi to Gate X via Taxiway P, E, and T. Partly contributing to this expectation was the fact that the last time I flew a month ago, there was also construction on Taxiway T between Taxiways H and F. We also had an additive condition which I briefed at the beginning of the trip that this was my first trip back to work after not flying for 30 days.

However, after landing rollout and upon exiting Runway 33L at Taxiway F, we were given instructions by Tower to taxi to Gate X via "Taxiway P, T to T, and contact Ground." I thought the Controller had stuttered when he said "T to T." So I made the right turn from F to P, thinking he meant "P, E, T." We contacted Ground after making the right turn on to Taxiway P. Ground then told us we had turned the wrong way and should have been going the opposite direction on P, then T2, to T. We asked what Taxiway T2 is, since Taxiway T2 is not depicted anywhere on the 10-9 page. He said it is a new taxiway. I do not recall any NOTAMs saying there is a new Taxiway T2, nor where it is located. There was nothing on the ATIS about it.

We did not cause any traffic conflicts and held at our current position so that outbound aircraft could taxi out. We were then cleared to our gate without any further incident.

In the future, I will remember to stop the aircraft immediately and query ATC whenever there is any doubt or ambiguity in a taxi clearance. Also recommend that the BWI airport advise on their ATIS and their NOTAMs that there is a new Taxiway T2. Furthermore, I would recommend they use a different name for the new Taxiway, as the two different phrases 1) "T to..." and 2) "T2" can be easily misconstrued for each other in a verbal clearance.'

## Synopsis

Air Carrier Captain reported a taxiway incursion and stated Taxiway T2 which was included in their clearance is not charted.

ACN: 1765370

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 29500

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Direct

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 152

Experience.Flight Crew.Type : 3000

ASRS Report Number.Accession Number : 1765370

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1765374  
Human Factors : Workload  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Human Factors : Time Pressure  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Other / Unknown  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Ambiguous

## Narrative: 1

ATC held the flight high. Were given clearance to descend to lower altitude. Aircraft was 7,000 feet high on path. Began expedited descent to catch up to path, ATC then gave level off of FL290. Around FL320, Pilot Flying noticed traffic appear on TCAS below at FL280 and started to adjust vertical descent rate. TCAS RA was triggered for level off. Crew disconnected autopilot and autothrottles and leveled off until traffic was clear, and then continued descent to FL290. Reported RA to ATC. Crew was then notified of aircraft at FL280.

ATC was overwhelmed. Perhaps more Controllers are needed in that sector. At the very least, a heads up for aircraft at FL280 would have helped. Crew could have ignored the high on path profile and also descended slower, but that would have caused problems down the road.

## Narrative: 2

Switched to a frequency that was very busy. The Controller was overwhelmed, we were getting high on the arrival but couldn't get a word in. Finally cleared to descend, the FO who was Pilot Flying started down with the boards out, but weather ahead didn't allow us to speed up to get down. We were 9,000 feet above profile and coming down when we got a TCAS Alert caused by the descent rate. The FO got busy to alleviate it but by the time he pushed a few buttons, it started saying "Level Off!" So he disconnected everything and leveled the aircraft off. I told the Controller we were leveling off due to a TCAS conflict, but never got an acknowledgment, because [the Controller] was still constantly talking. After

the traffic passed we went to our assigned FL290 and [the Controller] asked "(Call sign) verify your level at FL290." [Controller] didn't have a clue what just happened. I confirmed **we were at FL290 and gave us "...cross ZZZZZ at 9,000 feet"** I said we'd do our best but we'd never make ZZZZZ at 9,000 feet. [The Controller] didn't even acknowledge, so we started hurrying down. When we got switched to Approach frequency I told [the Controller] we'd be high at ZZZZZ and the Controller said "I know, just do your best and descend to 6,000 feet."

With so many aircraft parked, with so many fewer aircraft flying, why is ATC so min-staffed? It seems the new normal is too few Controllers to handle the traffic that's there.

## Synopsis

Air carrier flight crew reported ATC was difficult to communicate with and suggested that staffing is a contributing factor.

ACN: 1765357

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.MSL.Single Value : 2000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Medium Large Transport

Flight Plan : IFR

Mission.Other

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Climb

Route In Use : Direct

Airspace.Class C : ZZZ

## Person : 1

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Departure

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 7.0

ASRS Report Number.Accession Number : 1765357

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Workload

Human Factors : Confusion

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Departure

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 28.0

ASRS Report Number.Accession Number : 1765360

Human Factors : Workload

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Person : 3

Reference : 3  
Location Of Person.Facility : ZZZ.TRACON  
Reporter Organization : Government  
Function.Air Traffic Control : Departure  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 27.0  
ASRS Report Number.Accession Number : 1765361  
Human Factors : Workload  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : CFTT / CFIT  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Ground Control cleared Flight AB on local IFR flight plan, Flight AB requested own navigation to VOR for full procedure at 2,000 feet. The MVA throughout most of ZZZ airspace is 2,400 feet and normal practice is to clear all IFR aircraft above the MVA. Ground Control did not coordinate the abnormal altitude with Local Control. I did not catch the altitude and due to traffic Flight AB could not get own navigation on departure. I issued a departure heading to Flight AB to avoid traffic that put Flight AB into a MVA of 2,400 feet.

Ground Control should only issue IFR aircraft altitudes at or above MVA.

## Narrative: 2

Flight AB was assigned 2,000 feet from the Clearance Delivery position on a local IFR flight plan. The request was to fly their own navigation for full VOR Runway XX circle to Runway X approach. Flight AB was assigned a 080 heading on departure that goes into a 2,400 foot MVA area. The weather at the airport was 10 miles/CLR. I climbed the aircraft to 3,000 feet to get them above the MVA and started the process of getting him on course to the VOR for their approach.

There was training on Local Control taking place and social distancing guidelines make it difficult for the OJTI to review the strip marking. The 080 heading is near 180 degrees off what the Departure Controller would expect. The Local Controller should coordinate

aircraft that are that far out range of their flight plan. Review of strips prior to sending it the approach would help all controllers be on the same page.

### Narrative: 3

I was training a Developmental on Local Control, Ground Control issued a clearance to Flight AB with an altitude assignment of 2,000 feet. This is not the normal altitude issued for IFR departures since if the aircraft is turned to the east for traffic etc. This would immediately put them into a 2,400 feet MVA. If this were to be issued I would expect verbal coordination of this altitude assignment...the SOP does not state this, however; it has been the unwritten practice if such an odd altitude is issued. I was training and assumed that 2,400 feet was issued, I should have checked the strip from my Local Control Developmental, however; honestly I am not sure if I would have caught this anyway.

Aircraft be assigned at a minimum 2,400 feet when departing (2,400 feet is our primary MVA throughout the airspace).

### Synopsis

TRACON Controllers reported social distancing, during the training period, may have contributed to an incorrect altitude assigned to the aircraft.



ACN: 1765292

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1765292

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected : Routine Inspection

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was assigned to accomplish a de-preservation of the APU on Aircraft X that has been in storage. The documentation for the aircraft stated that the aircraft had been in storage for XXX days and the APU needs to be de-preserved before XXX+1 days.

The APU will need more work accomplished if it is de-preserved after the XXX+1 day mark than if it is de-preserved before the XXX+1 day mark. The issue is that the APU had a placard attached that stated the preservation was good until date and after the APU compartment was opened there was a different tag that stated the APU preservation was valid until date+4 days. So there were two different dates documented for the APU for the

XXX+1 day mark.

The question is when is this XXX+1 day mark? The date that the APU was actually preserved or the date for the preservation / storage of the aircraft.

## Synopsis

Technician reported confusing dates relating to work that needed to be performed on an aircraft that had been in storage.

ACN: 1765287

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1765287

Human Factors : Distraction

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During boarding as I was walking the cabin to do a compliance check and exit seat briefing a passenger stopped me and questioned why she was seated next to a person she did not know. I told her I would check and see if there was another seat she could move to. At this time I did not see any open row that has no other people in it. I was going to send a flight family message to alert the Gate Agent. I walked up a row or two and another lady questioned me about why her seat would not recline (she was in front of the exit row). I explained to her why her seat would not recline and told her I would check with the agent about reseating them. I then walked to the aft jump seat to send the flight family request. The agent then came down and we had a short conversation about rebooking the one lady and the other passengers who wanted a seat that reclined. There were no other seats to move the recline passenger to and the other passenger was given the option to take a later flight with no guarantee that she would have a seat by herself. I informed all passengers involved. We took off and it was not till about mid flight that I realized that I had not ok'ed my exit seats. I proceeded right away to the exit row and briefed both passengers and they both were ok to sit in an exit row. The lady passenger did say that she noticed I had not briefed them before the flight.

[The cause was] work overload.

## Synopsis

Flight Attendant reported inadvertently not briefing exit row passengers due to other passengers making special seating requests.

ACN: 1765278

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1765278

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Other Person

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

After a successful CAT III landing, we had crossed the two inboard runways and were taxiing north on taxiway towards gate. The FO, who was on the first trip back after one month off, did the after landing flow and confirmed our gate with operations. I thought we

were cleared into the gate via spot, but this was not the case.

As we were rounding the corner for spot and passing Aircraft Y that was on the line just south of spot, I confirmed with the FO that we were indeed cleared in as I had been distracted switching from low vis taxi diagrams to normal taxi diagrams as the vis was very good, shutting down the Number 2 engine, in addition to the fact that the FO was a soft spoken person. I only mention this as I wasn't surprised I hadn't heard them confirm our clearance to taxi into the gate as I was busy concentrating on the other threats just discussed.

As rampers were visible from spot and were marshaling us into the gate, we pulled into the gate normally. Approximately 20 feet short of our final parking spot ground reminded us to contact ramp. We immediately contacted ramp, who was understandably very unhappy with us and we apologized for our error.

Needless to say, I take complete responsibility for this incident and am embarrassed I allowed it to happen. I have learned a couple of things from this incident- first, that I need to be extra vigilant when some crew members don't have a lot of recent experience, secondly, when we had discussed that the ground ops were our biggest threat for this CAT III approach, I need to truly take it to heart and be extra cautious to help mitigate the threats present during this segment of our flight.

## Synopsis

Air carrier Captain reported being distracted and not contacting the ramp before taxiing to the gate.

ACN: 1765261

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 900

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1765261

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

We went around at 900 AGL due to improper configuration on an autoland. We were doing an Autoland approach and the system did not arm at GS intercept on the practice CAT III. PM was watching outside for traffic on a parallel approach. As the flying pilot I got totally sucked into my display and did [not] configure in time for a stabilized approach and decided at 900 AGL to initiate [a] go-around. Go-around was uneventful.

Having not flown a lot in the last couple months I allowed myself to get distracted with the display and lost overall situational awareness in regards to proper aircraft configuration.

## Synopsis

Air carrier Captain reported conducting a go-around due to improper aircraft configuration and cited loss of situational awareness as a contributing factor.



ACN: 1765222

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

## Component

Aircraft Component : Flap/Slat Control System

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1765222

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Landed As Precaution

Result.Flight Crew : Returned To Departure Airport

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Aircraft

## Narrative: 1

After takeoff and during normal cleanup procedures, the caution light came on with an associated ECAM. The Captain pulled speed to ensure we did not over speed, a quick glance at ECAM said max speed 230, I believe. As PM, I confirmed it was not a Quick Action or ECAM exception. I assumed control of aircraft and radios, and stated ECAM Action. The Captain reviewed the ECAM and began to troubleshoot [the] problem. The ECAM had very little information, and then he referenced the QRH. I was coordinating with ATC to stop climb at 10,000 feet (safe alt in sector) and advised them of our speed and desire to hold. Captain confirmed max speed of 230 knots from QRH, so we slowed to 220 to provide a margin. The slat/flap indicator showed slats were almost up, significantly less than 1. We lowered gear to burn down gas to below max landing weight. While still in holding, we selected flaps 1 and obtained normal indications on the slats. Once all briefings, checklists and QRH procedures were complete, the Captain resumed flying duties and I requested to exit holding and obtain vectors for approach to Runway XX. Flaps and slats moved normally and the landing was uneventful and normal. Captain taxied to gate and passengers deplaned. Flaps and slats retracted normal on the ground. We discussed the need to declare an emergency, but did not initially since we were not sure of the actual problem, once flaps/slats moved normally, it seems all systems were normal.

Aircraft may have sat on the ground during the COVID flying reduction, and therefore it seemed, to me, there might have been an indication problem or squat switch problem. We did not declare an emergency because the aircraft seems to have a computer or indication problem and slats lowered normally once we started to configure. In retrospect, any flight control problem is reason to declare emergency, but not sure if we then should undeclared once all was normal. I have not flown much in the past 7 months, so I may have reverted to previously learned procedures.

Any flight control issue is an emergency, even when corrected. Better maintenance on aircraft.

## Synopsis

Air carrier First Officer reported a slat/flap indication problem on departure resulting in a return to departure airport.

ACN: 1765217

## Time / Day

Date : 202010  
Local Time Of Day : 1201-1800

## Place

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

## Aircraft : 1

Reference : X  
ATC / Advisory.Tower : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Takeoff / Launch

## Aircraft : 2

Reference : Y  
ATC / Advisory.Tower : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Heavy Transport, Low Wing, 4 Turbojet Eng  
Crew Size.Number Of Crew : 3  
Flight Plan : IFR  
Flight Phase : Taxi

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1765217  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Flight Crew

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

Takeoff on Runway XXR full length. At around rotation got a push to the right. Rotated safely and the airplane was climbing normally and no abnormal indications on the ECAM. There was however a heavy aircraft sitting perpendicular waiting to cross Runway XXL. Captain asked if they were cleared to cross that runway because our push to the right seemed to happen around the same time we passed them. Can't really remember what the response was from the Controller.

They need to staff the ATC facilities properly. One person handling more than one frequency, or both Ground and Tower. This is not just ZZZ. ZZZ1 is also bad when you add construction to the mix.

## Synopsis

Air carrier First Officer reported possible jet blast from a heavy aircraft crossing a parallel runway, while departing.

ACN: 1765168

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Flight Phase : Landing

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Operating Under FAR Part : Part 91

Flight Plan : VFR

## Person : 1

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 11

ASRS Report Number.Accession Number : 1765168

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Fatigue

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Supervisor / CIC

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 12

ASRS Report Number.Accession Number : 1765170

Human Factors : Distraction  
Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Incursion : Runway  
Detector.Person : Other Person  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I took sector X/Y/Z shortly after Aircraft X checked in from ZZZ Approach headed to ZZZ airport. I switched Aircraft X from frequency to different frequency. Usually when I switch an aircraft or they check in I would normally ask them to advise when they have the weather and issue any NOTAMs. I do not know why I did not ask this VFR aircraft if he had the weather or advise him of the PPR (Prior Permission Required). This is something very uncharacteristic of me. I did call traffic to Aircraft X twice before sending him to advisories and terminating his flight following. I generally treat VFR the same as IFR with regards to weather and NOTAMs. The aircraft apparently landed without calling into the airport and missed the trucks on the runway.

My only conclusion is that the memory jogger for the airport 10 minute PPR was not next to the airport on the scope, it was quite a bit north of the airport. We also have a lot of other things written on the scope at this time with all the TFRs in the area. I did have several other things that required coordination and switching of frequency transmitter sites at the time but traffic was not that busy. Aircraft Y was orbiting in the TFR just outside of approach and was going to be a factor with another aircraft descending into ZZZ.

I do remember being mentally exhausted from the day. We are continually forced to work combined sectors with a lot of frequency congestion, a lot of moving aircraft from frequency to frequency. Missing numerous TFRs and traffic orbiting the TFRs and listening to pilot readbacks on complex clearances. Lots of VFR aircraft with many traffic calls and aircraft not listening. We are busy in our area and keeping sectors split is not a priority. We just end up making things work and pushing through it. While this is not an excuse for why I did not do my job and issue the NOTAM I do believe it is contributing to the event in the long run.

We need to return to normal staffing. We need to have sectors split out more. Ultimately we are straining our people and causing unnecessary stress in how we are currently running the area.

## Narrative: 2

I assumed the CIC desk at XA: 47. At XA: 55 a runway incursion took place with a VFR Aircraft X who was not notified of the ten minute prior permission required for landing at ZZZ. I was unaware the incident took place until the next day. I was confident that the airspace wasn't too busy or complex for the configuration.

Prior permissions for landing at ZZZ are very commonplace. The written note on the radar scope to remind us of the closure may be causing oversight because we see it so often. Perhaps we can change our way of indicating the closure using the draw function so it stands out more in our scan.

## Synopsis

Center Controllers reported an aircraft landing at an airport where the runway was closed.

ACN: 1765150

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 5000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 12000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Cruise

Flight Phase : Climb

Route In Use : Direct

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Instructor

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 5200

Experience.Flight Crew.Last 90 Days : 100

Experience.Flight Crew.Type : 700

ASRS Report Number.Accession Number : 1765150

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew



## Events

Anomaly.Airspace Violation : All Types  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

After completing an IFR flight with student to the ZZZ1 airport, we canceled IFR on short final and requested a Tower to Tower departure to ZZZ2 with intent to request the published hold at ZZZ VOR. The airspace was very congested with VFR training airplanes.

We were given a frequency change to ZZZ2 Tower by the ZZZ1 Tower Controller, and the student, under the hood continued his climb while I attempted to contact ZZZ2 Tower, which was extremely congested.

After several attempts, I instructed the student to turn to a heading of 150 and level off prior to 2,700 MSL to exit the local airspace and was focused outside. Due to the heavy training activity, I could not contact ZZZ2 Tower.

I looked inside and noted that the student had climbed to above 2,900 MSL which was inside the Class C shelf of ZZZ, but nearly clear to the south.

I instructed the student to level off and depart the airspace, and we returned to our home base without further incident.

In retrospect, due to the congestion, I would have landed at ZZZ1, taxied to the ramp, and amended my plan with the student. Traffic congestion since COVID has been significant, and has made training IFR training a challenge. I have begun to mitigate this by filing direct to airports as previously described with a plan to return home under VFR.

In the future, I will no longer request Tower to Tower and plan to leave and attempt holds at airports in northern ZZZ3 County.

## Synopsis

Flight Instructor reported a Class C airspace incursion.

ACN: 1765120

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1765120

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Captain, in his briefing, stated he would not wear a mask in the cockpit (whether a Flight Attendant was present or not) and would probably forget to wear one when he came into the cabin. When I (#2 Flight Attendant) questioned this and stated we did not have to enter the cockpit if the pilots refused to wear a mask----he said he would issue a directive and we would comply.

## Synopsis

Flight Attendant reported the Captain advised the crew that he would not be wearing a mask in the cockpit.

ACN: 1765090

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 31000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 100

ASRS Report Number.Accession Number : 1765090

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.Flight Crew : Landed in Emergency Condition

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger X, reported pain. Flight attendant asked what her pain level was on a scale of 1-10, the passenger reported a 7. Within 5 minutes, the flight attendants had called for and found an EMT on board. Passenger Y (EMT) and FA X provided oxygen, and concurrently we descended from FL310 to FL210 to reduce the cabin altitude. I asked the flight attendants and EMT if necessary to divert into ZZZ1, which we were currently flying over. The passenger said she wanted to go on to ZZZ2, and the EMT echoed that. The passenger was feeling a little better, and it would be OK to continue to ZZZ2. I then requested priority handling and relief from any speed restrictions on the arrival and assuring XL the closest runway. While she received attention on the plane the passenger stated that she had been exposed to COVID in the last three days. I passed this information on to Dispatch and operations in ZZZ2 to alert the paramedics coming aboard of the passenger's status and potential exposure.

Would like to commend my crew for doing an exceptional job. FO handled the radios and flying while I was communicating and coordinating with the flight attendants and Dispatch. The flight attendants were professional, calm, had all necessary information that needed to be disseminated. Extremely timely updates throughout the flight. Can't emphasize enough how well this crew handled the situation presented.

## Synopsis

Air carrier Captain reported a passenger reported having health issues during the flight.

ACN: 1765081

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Light : Dawn

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Taxi

Airspace.Class B : ZZZ

## Aircraft : 3

Reference : Z

ATC / Advisory.Tower : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Phase : Takeoff / Launch

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1765081  
Human Factors : Confusion  
Human Factors : Distraction  
Human Factors : Workload  
Human Factors : Time Pressure  
Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Flight Crew : Took Evasive Action  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

ZZZ Arrival ATIS C was current, advertising visual approaches to Runways XYL, XXL, and XXR. Prior to descent the Captain and I had thoroughly briefed visual approaches to both Runway XYL and Runway XXL. We requested Runway XXL on initial contact with ZZZ TRACON and were granted the request before ZZZZZ on the ZZZZZ2 STAR. We were vectored after ZZZZZ1 onto a left base to Runway XXL, then a turn to join final, which accompanied the visual approach clearance and change to Tower on [frequency]. I called Tower advising we were on a visual approach to Runway XXL and would be parking at gate. Tower responded with "Runway XXL, cleared to land." About a minute later, I noted that Tower instructed traffic to cross Runway XXL downfield at either Taxiway V or Taxiway R without referencing us, which I noted as strange. While on final, I noticed that a different aircraft had pulled up to the hold short line for Runway XXL at Taxiway Y10, and that I had not yet heard that crew interact with Tower. When we were on approximately a 1-mile final, the crew of the aircraft holding short called Tower advising they were ready for departure. Without referencing us, Tower stated "RNAV to ZZZZZ3, Runway XXL, cleared for takeoff." As soon as we heard this, the Captain stated to me that we would be going around, and we recited the first 3 calls we would make when that happened. I keyed up on the radio and stated "Traffic on short final, Runway XXL." By then the departing aircraft had entered the runway. Tower responded with go around instructions including a right turn to a 270 heading and a climb to 4,000. I read them back, and the Captain and I properly executed a go-around. I cleared the right side of the aircraft for any traffic landing XXR, noted there was none, and stated "Clear on the right." As we began the turn, TCAS sounded a traffic advisory. I noted the yellow target on TCAS was indicating 800 feet, and stated aloud that the traffic had just lifted off and that we could disregard the advisory, as we were turning away. Tower apologized for the mistake and sent us to approach for re-sequencing and an uneventful visual approach and landing on Runway XXR.

The crew of the departing aircraft appears to have failed to visually check the final for traffic before calling Tower for a takeoff clearance, and again prior to taxiing onto the runway for departure. The Air Traffic Controller appears to have forgotten about having cleared us to land, or appears to have been situationally unaware of our position prior to issuing the takeoff clearance. The Runway Status Lights (RWSL) on Runway XXL appear not to have worked, either because my aircraft's position on short final failed to trigger the red stop bars, because the departing aircraft ignored the RWSL red stop bars, the RWSL malfunctioned, or because the system was improperly overridden by the Controller. Another system that appears to have failed is the Controller's ASDE-X safety logic, because it appears my radio transmission was the primary reason he initiated the go-around instructions. Typically, when departing traffic crosses the hold short line with an arriving aircraft on short final, ASDE-X safety logic sounds an alarm. An additional contributing factor is the resurgence of traffic levels after a significant prolonged drop stemming from the outbreak of COVID-19, which may have led to complacency on the part of the departing crew and the Controller.

Departing crews need to diligently check the final for traffic before taxiing onto the runway for takeoff, and ideally before even calling ready for departure. Failing to do so before calling ready violates basic airmanship and sets the Controller up for failure. That said, the Controller should have had use of a memory aid or reliable automation to indicate and help him remember that Runway XXL was being used as an active arrival runway, that we had been issued a clearance to land, and that we were on short final to that runway at the time he issued the departing aircraft's takeoff clearance. Interviewing the crew of the departing aircraft would also shed light on whether the RWSL had illuminated and, if so, whether they proceeded onto the runway with the RWSL stop bars illuminated. If this is the case, retraining would mitigate this event from happening again. Interviewing the Controller would provide insight as to whether he overrode the RWSL, whether the ASDE-X safety logic worked properly, and other details about the work conditions that shift including staffing and fatigue, which, if undesirable, could be corrected to help mitigate the recurrence of this event.

## Synopsis

Air carrier First Officer reported a go-around due to ATC clearing another aircraft for takeoff while reporter's flight was on short final.



ACN: 1765071

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 35200

## Environment

Flight Conditions : VMC

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1765071

## Events

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Aircraft

## Narrative: 1

While climbing to FL360 ZZZ Center told us we had traffic at our 1 o'clock heading toward us at FL370. We called the aircraft in sight and continued our climb to FL360. Passing FL352 we received a TA and my FO went to engage Vertical Speed, but was unable since the autopilot already engaged altitude hold. Vertical speed indicator was decreasing nicely for level off at FL360. However, we then received a RA which directed us to level off. My FO disengaged the autopilot and leveled off at FL357. Once we received clear of conflict we finished our climb to FL360 and notified ATC of RA. We never lost sight of aircraft nor exceeded FL360.

Light airplane, higher than normal vertical speed in climb, autopilot engaged altitude hold preventing FO from going to vertical speed.

Even though aircraft was in sight and aircraft was leveling at assigned altitude we should have decreased the vertical speed to 1,000 FPM or less once inside 5 miles and 2,000 feet of conflict to prevent from getting a TA followed by a RA.

## Synopsis

Air carrier Captain reported an airborne conflict while climbing to assigned altitude.

ACN: 1765070

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 6700

## Environment

Flight Conditions : VMC

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Climb

Airspace.Class C : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class C : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1765070

Human Factors : Situational Awareness

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1765072  
Human Factors : Situational Awareness

## Events

Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Climbing to 7,000 feet with Aircraft Y traffic at 8,000 feet MSL. Turning from departure heading of 035 to assigned heading of 320. Received a TCAS TA and a TCAS RA at about 6,700 feet MSL to "Level Off." Complied with the RA and notified ATC. Traffic passed above and behind us.

Climbing turn near traffic with light aircraft climbing faster than normal (235,800 lbs). Shallow climb rate near traffic. We were very light with a takeoff gross weight of 235,800 lbs.

## Narrative: 2

We were climbing to our initial level off altitude of 7,000 feet on a 035 heading. Departure alerted us to traffic at our 12:00 O'clock at 8,000 feet and had us turn to 320. At approximately 6,700 feet, the TCAS alerted us to traffic and then in the turn leveling at 7,000 feet the TCAS alerted us with an RA to level off. We complied and traffic passed behind us. We alerted ATC of the RA and are filing this report.

Light aircraft (235.8 lbs) out of ZZZ maybe confused departure and we climbed to altitude faster than other airline aircraft usually do. Also busy terminal area with lots of GA traffic all could be potential causes. No one felt threatened likely in either aircraft but RA did go off.

Earlier vector from departure away from oncoming traffic despite altitude separation.

## Synopsis

Air Carrier flight crew reported over shooting an assigned altitude with a light aircraft, resulting in an airborne conflict.

ACN: 1765035

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 13419

Experience.Flight Crew.Last 90 Days : 231

Experience.Flight Crew.Type : 1188

ASRS Report Number.Accession Number : 1765035

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Lead FA brought to attention of flight deck crew that she had requested PPE and it was not delivered. We requested through operations that we needed PPE for FAs. Cockpit crew gave our bag of gloves to FAs while we waited. Gloves delivered to FAs, but were extra small and did not fit. Called Operations said they were all out of proper sized gloves and they were on back order. I advised Lead FA (she was upset) wanted to know name of station manager. I advised her to write [a] report and I would write report. No conflict with FA and cockpit crew.

## Synopsis

Air carrier Captain reported flight attendants did not have correct sizes of Personal Protection Equipment to work safely.

ACN: 1764979

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 27000

## Environment

Light : Daylight

Ceiling : CLR

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 6600

Experience.Flight Crew.Last 90 Days : 60

Experience.Flight Crew.Type : 5000

ASRS Report Number.Accession Number : 1764979

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew



When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was in communication with ZZZ Center; I checked in and the check in was acknowledged. With COVID I have become accustomed to long periods of silence on the radio. After a while, I think about 30 minutes, I realized it had been too long since I heard a radio communication. So I tried to raise ZZZ Center, but received no reply. I asked any aircraft on my last assigned frequency if they would ask Center what frequency I should be using. A helpful pilot relayed that frequency, and at the new frequency I was able to contact ZZZ1 Center. There were no further issues after that.

## Synopsis

GA pilot reported having communication issues with Center.

ACN: 1764948

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1764948

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Passenger X took his mask off when I gave him his drink orders. He was very abrupt with me asking for ice. I went by the cabin doing a walk through and he had his mask off. I asked him to please put his mask on. He then grabbed his cup took a small sip and held it. He did not put his mask on but used the perception of drinking to not wear it.

I went by again and help looked at me and again picked up his cup and held it close to his face. Again not complying.

Passenger X was very blatant in his disregard for our policy by holding a cup and pretending to take a sip each time we went by. He was a very intimidating man and I felt he was going to get very angry and cause an issue. It is very frustrating on our end dealing with passengers who use the eating or drinking to not follow COVID policy. Passenger X was non-compliant and thought holding a cup and just sipping it for hours was a reason to not wear a mask. That is not briefly or actively. I went by again and help looked at me and again picked up his cup and held it close to his face. Again not complying.

I think he needs to be banned while there is a mask policy in effect. He blatantly disregarded our policy and used holding a cup and taking tiny sips as a reason to not wear his mask/neck gator at all. He is someone who was ready to cause a scene and will bully other crews and do the same on other flights.

## Synopsis

Flight Attendant reported a passenger was non-compliant with face mask policy.

ACN: 1764941

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Deplaning

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1764941

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Our passenger boarded the flight at the very end of boarding. I noticed him walk on with the gate agent who was asking him to put his mask back on. The gate agent then told me that they had been trying to get him on a flight for 3 days. I asked more about this, feeling a little concerned as to what could have caused them to deny him boarding these previous days and if it could be an issue during the flight.

They told me the previous days he had not wanted to board the plane. He had explained to them that he hadn't gotten sleep and also hadn't eaten. I'm not sure what happened those past few days but it was communicated that he had gotten enough sleep and was able to finally board the plane.

I made sure to ask clearly if they thought there might be any issue during the flight or if there was anything I should know that could cause an issue in-flight. The agent I talked to said she thought he was harmless.

During boarding a woman nearby asked if he was going to wear his mask. I looked over and he had it down at his chin. I asked him to put it on and he did. This was an ongoing issue during the flight - he kept taking it off and we had to keep asking/reminding him to put it on.

While taxiing to takeoff he got up out of his seat and moved a few rows back. I alerted the Captain but by this time he was already seated back down. We took off. I had him move back to sit in his original seat and he seemed fine the rest of the flight. Right before takeoff while we were still taxiing, [he] got up out of his seat and moved back a few rows to the exit row. I called the Captain and let him know someone was out of his seat. By this time [he] was seated a few rows back. The pilot made an announcement that everyone needed to be in their seat and then we took off.

We just continued with taking off when we were scheduled. The thing is, [he] was now seated in an exit row for takeoff and he had not been briefed to sit there. I also doubted his ability to perform the necessary exit row duties.

Once we were up in the air I did go back and confirmed that [he] was now seated in an exit row. I had him move back to his original row where he stayed for the duration of the flight.

The only other issues we had was that when I would walk by he wasn't always wearing his mask. I would remind him and he would put it on. He seemed not to be intentionally doing it but perhaps just not mentally "all there."

More communication from CSA to CSA. When we arrived in ZZZ1 I alerted the gate agent that we had a meet and assist and the D FA pointed him out to the gate agent as he deplaned.

I don't think the extent of the situation had been communicated. Then again it's not our job to babysit people.

Maybe his family should have been contacted and asked to fly with him? He seemed unfit to fly on his own.

## Synopsis

Flight Attendant reported a passenger kept switching seats and did not comply with face mask policy during flight.

ACN: 1764938

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1764938

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Right before we were about to close the boarding door the CSA agent came down to the plane and asked if I was okay letting another Flight Attendant sit by me (working FA) in X4. I was under the impression that this is not allowed but the agent said it was fine. I did recall some flight attendants talking about this same situation happening on another flight and it was not allowed. The agent put me in a situation of being the bad guy and telling me the other Flight Attendant wouldn't get on if I didn't allow this. I spoke with the A FA and she said it was fine with her. I don't mind the fact that the other Flight Attendant was sitting next to me but I do know that our union made it, so we could social distance while sitting in our jump seats. I allowed it as I didn't know the rules to this. I later came to the back the FA in the back said that this was not allowed therefore the reason for the report.

Please send out an email and/or bulletin so we know what the rule is. We need to stay consistent with information like this.

## Synopsis

Flight Attendant felt coerced into letting a non-working Flight Attendant sit in a seat that was not supposed to be used because of social distancing.



ACN: 1764935

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Cabin Jumpseat  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant In Charge  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1764935  
Human Factors : Distraction  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

We landed approximately 30 minutes early into ZZZ and our gate was not open. The Captain turned off the seatbelt sign and made a PA advising we would be waiting for approximately 25 minutes and the passengers could use the lavatories.

After opening the first class lavatory, I phoned the Captain and verified the duration of our

hold. Sometime had passed and from my jumpseat, I utilized an app on my phone and did not realize my actions until several minutes had passed. When I realized what I had done, I was sickened and guilt ridden. Moreover, I was stunned over how automatic and mechanical my actions were without even thinking.

In trying to make sense of what I had done, I began questioning myself and realized just how tired I have been from not being able to sleep throughout the recent nights because of stress over current events, specific to our COVID-19 world pandemic, our nation's turmoil, and our carrier's future without the cares act.

Nonetheless, with over XX years of experience in performing my duties, I expected more from myself and am extremely embarrassed over my loss of focus, thus the reason for my report. It is my sincere hope that this event may help others.

Please know, I realize my actions were wrong and I take complete and full responsibility. In addition, this event has made me realize the importance of maintaining my focus at all times while performing my duties. To say this was a humbling experience would be an understatement.

In closing, again, it is my hope that through this report, it may serve in assisting others in maintaining their focus at all times.

## Synopsis

Flight Attendant reported losing focus and using a cell phone app while parked and waiting for a gate.

ACN: 1764934

## Time / Day

Date : 202010

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1764934  
Human Factors : Distraction  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I went to the lavatory. While there, I removed my mask and placed it in my pocket. After using the lavatory and exiting, I decided to do a water service. I walked 3/4 of the cabin when I realized that I was not wearing my mask. I remained calm in the aisle and quickly finished the service. Once in the galley, I put my mask back on.

## Synopsis

Flight Attendant reported forgetting to put a mask back on prior to doing a water service.

ACN: 1764931

## Time / Day

Date : 202009

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Deplaning  
Cabin Activity : Safety Related Duties  
Cabin Activity : Service  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1764931  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Attendant  
Communication Breakdown.Party2 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

Narrative: 1

This is the first 3 day trip in several months. Wearing a mask for 9-12 hours has been giving me severe headaches. I am concerned for my health as this continues. It is lack of oxygen to the brain. I greeted 2 flights a day. My mask was wet immediately as we need to almost shout in order for people/passenger to hear us. I feel so unsafe with this. My day started on the bus when no one recognized each other because we can't see what each other looks like. Very unsafe. Many times I have heard, "Hey, how are you? It's been so long." And just reply, "Sorry wrong person." This is obvious, as we have to take off mask when going through known crew member. The mask is wet as you try to offer First Class all the choices and no one can hear anything, so you just try and speak louder. Trying to do safety checks, no one can hear me and I can't hear them. Very concerned, I greeted XXX people and cannot tell you what one looks like. I would like to see the studies done on wearing a mask doing physical work, talking, etc. Unfortunately, we are test subjects and I choose not to be one. This has not been done. It is very unsafe for healthy people to wear masks. I have read at least 15 studies that prove this. I am also concerned with the CO2, and breathing it back in. The FDA has also said that at least 50 percent of hand sanitizers are poisonous, but will not recall them. We need to stop the wipes as well, could be poison. I know breathing in the smell, may not be good for me as well.

## Synopsis

Flight Attendant reported concerns with having to wear a face mask and the use of hand sanitizers.

ACN: 1764930

## Time / Day

Date : 202010

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1764930

Human Factors : Other / Unknown

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

After wearing a mask for several hours, I get severe headaches. I believe in washing my hands and not touching my face. Wearing a mask and watching others, everyone touches their faces more than ever before. How is this healthy? It is just like the CDC stated in March that we should not be wearing masks because we would touch our faces too much and stuff (germs) would be on masks. It is so unhealthy for a healthy person to wear a mask. It drops off our nose and anxiety sets in because if someone sees and takes a picture, airline may fire us. Then I touch my face to move it back up. Not to mention, I have to change masks at least 10 times due to talking/shouting because no one can hear me and my mask is wet. I also feel uncomfortable not knowing who my flying partners are and especially my cockpit crew, as I cannot see their face. This is an obvious security issue. Airline needs to accommodate those who cannot wear, especially the disabled. The CDC even states that wearing a mask during the fires in California wouldn't help because the particles are too small and would get through. Guess what? Corona particles are even smaller, so therefore we are being lied to about masks, they will get through obviously as well.

## Synopsis

Flight Attendant reported several concerns with having to wear a face mask.

ACN: 1764890

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1764890

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Dispatch

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Dispatch

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Staffing

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Staffing

## Narrative: 1

PM Dispatcher received turnover from AM Dispatcher. Nice quiet day. At approximately XA:00 local time Dispatcher on desk X received phone call from Captain on Aircraft X, ZZZ-ZZZ1, looking for his release. Dispatcher desk X advised Captain that his flight was assigned to desk Y and that desk was closed. Dispatch desk Y overheard this and advised desk X that desk Z has desk Y. Desk X stated to desk Y that there were live flights still on desk Y. Dispatcher desk Z went to close desk Y and reviewed screen printer looking for any messages regarding the only in the air-not at destination gate live Aircraft Y ZZZ1-ZZZ, which now was on the ground ZZZ taxiing to gate, with negative results. Dispatcher desk Z reviewed flight history and saw only a minor SID reroute from ATC before the out time. Aircraft Y arrived at gate ZZZ without further incident. Dispatcher desk Y wrote the remaining two flights (X, Z, both ZZZ-ZZZ1).

Three flights were not on the above send move lists-  
Y ZZZ1-ZZZ  
X ZZZ-ZZZ1  
Z ZZZ-ZZZ1

Sector managers are closing dispatcher desks and then assigning/moving Dispatcher workload, but have no context of the magnitude of this powerful send move entry. They omit flights from the send move list. They have no situational awareness of the context of the dispatcher workload.

Dispatchers do have the situational awareness and the proper and correct context of this powerful send move entry and will replace the sector managers.

## Synopsis

Dispatcher reported confusion over a Dispatcher desk being closed and who was responsible for certain flights.



ACN: 1764855

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1764855

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Other

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Gate Agent / CSR

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During Xpm check-in there is no social distancing between passengers. There is no space for agents to move about kiosks to assist passenger check-in without tripping over passenger's bags that are everywhere in walkway and between kiosks. Security line is very long and agents and passengers have difficulty making way to kiosks. Passengers touch agents and pull them over to help them even though an agent is working with another passenger.

## Synopsis

Customer Service Representative reported COVID-19 issues relating to agents in the terminal at check in.

ACN: 1764847

## Time / Day

Date : 202010

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : No Aircraft

Flight Phase.Other

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1764847

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Gate Agent / CSR

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Staffing

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Today our lobby [was] very crowded and compromised the safety of both our passengers and customer service agents. Passenger bags are all over the place where CSRs and other passengers could easily trip on any bags. We were not able [to] expand and practice social distancing due to inadequate staffing in the lobby.

## Synopsis

Customer Service Representative reported a crowded and unsafe area in the lobby, which did not allow for proper social distancing.

ACN: 1764805

## Time / Day

Date : 202010

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise

## Component

Aircraft Reference : X

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Crew Rest Area  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 712.82  
Experience.Flight Crew.Last 90 Days : 63.5  
Experience.Flight Crew.Type : 63.50  
ASRS Report Number.Accession Number : 1764805

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I operated Aircraft X and Aircraft Y ZZZ-ZZZ1-ZZZ respectively. On both segments, the FCRF (Flight Crew Rest Facilities) did not have any pillows. We were told anecdotally, that due to COVID pillows were not being boarded. While I understand that to be a passenger comfort/safety decision, I also believe that this may be in violation of FAR 117 and Class 1

rest facility requirements.

As a result, I did not obtain the rest I expected. I felt fatigued after my rest break.

## Synopsis

Air carrier Captain reported having no pillows on flights due to COVID-19 and not being able to adequately rest.

ACN: 1764798

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 9498

Experience.Flight Crew.Last 90 Days : 34

Experience.Flight Crew.Type : 2567

ASRS Report Number.Accession Number : 1764798

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Other / Unknown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

ZZZ-ZZZ1 turn. I was already at the cockpit loading the box when the Captain arrived and the first introduction was an accusatory, "So what's your story?" I was confused at first, but then realized Captain wanted to know how long I had been in the right seat. I explained I was a displaced Captain bumped to the right seat. [We discussed a recent change in company employment strategy.] Captain then told me [opinion of the change] and that for the remainder of the day I was only allowed to talk if it pertained to the current flight. Captain would fly both legs. I told Captain OK and did my best to be good PM on the first leg. Uneventful flight to ZZZ1. I hoped that the initial brief was an uncharacteristic frustration Captain didn't like and by the second leg we could return to a professional cockpit. Unfortunately, this was not the case. I tried again to be a good PM on the way back, but my frustration had grown to the point I was at best a First Officer trying to make sure we didn't violate any FARs. Fortunately it was a beautiful night and no issue came up. On the final post flight debrief Captain asked if I had any inputs. I told Captain [you have] a very toxic cockpit and as a professional I deserved the respect my experience brought to the flight. Captain told me that was my opinion and we parted ways.

## Synopsis

Air carrier First Officer reported the Captain of the flight created a "toxic" cockpit environment.

ACN: 1764796

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 500

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 2988

Experience.Flight Crew.Last 90 Days : 34

Experience.Flight Crew.Type : 2988

ASRS Report Number.Accession Number : 1764796

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 4905  
Experience.Flight Crew.Last 90 Days : 11  
Experience.Flight Crew.Type : 4905  
ASRS Report Number.Accession Number : 1764819  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

VMC approach to Runway XXR at ZZZ at night, PAPI OTS. We were cleared the visual on a right base to the FAF. We flew the approach in LNAV/VNAV and showed on glidepath as we approached the turn to final. I had gear down, flaps 15 as we rolled out and was slowing to 180 knots. We both felt we were high although the PDI indicated only slightly above glideslope. We continued to configure the aircraft and called for the landing checklist. At 500, I called "stable" when we realized the flaps were at 25 not 30. The Captain selected flaps 30 and we continued the approach and landing without incident.

This was the Captain's third flight since March, I have flown more recently but it's been 3 weeks since my most recent flight.

## Narrative: 2

Visual approach night VMC to [Runway] XXR ZZZ. PAPI inop. Upon accepting the visual approach from a modified right base to XXR we elected to follow the LNAV and VNAV path to the runway in visual conditions. Upon turning final we appeared to be high visually but VNAV was showing on path. We configured the aircraft rapidly, but on speed for gear down and final flaps.

Upon reaching 500 feet both First Officer and I realized we were at flaps 25 not 30. I selected flaps 30 below 500 feet and we continued the approach and landing without incident.

## Synopsis

Air carrier flight crew reported an unstabilized approach due to a wrong flap setting.



ACN: 1764793

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 50

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 15927

Experience.Flight Crew.Last 90 Days : 0

Experience.Flight Crew.Type : 5783

ASRS Report Number.Accession Number : 1764793

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Check Pilot

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 1656  
Experience.Flight Crew.Last 90 Days : 33  
Experience.Flight Crew.Type : 1656  
ASRS Report Number.Accession Number : 1764820  
Human Factors : Distraction  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On ILS [Runway] XXL configured for an autoland upon hearing GPWS warning a go-around was initiated by me and successfully vectored back around for another approach to [Runway] XXR that was successful. In the debrief we both recognized the aircraft was not fully configured for landing thus the warning. Mitigating factors length of duty day, complacency due to the fact the approach was going well, maybe stress due to the current events i.e., COVID-19, and company uncertainty in today's world. Threats also included new Captain IOE and check airman flying in right seat. We all have been flying less.

## Narrative: 2

I was flying as the LCA and pilot monitoring. While conducting new Captain IOE on Aircraft X, we were setting up for an autoland on Runway XXL in ZZZ. The arrival and approach were briefed to include known and anticipated threats. We were vectored around for the approach and cleared for the ILS XXL. The approach mode was armed and the second autopilot engaged. Just prior to intercepting the glideslope, the gear was lowered and flaps 5 was selected. We were in VMC conditions with the runway in sight. The touchdown zone altitude was set as we continued the approach. The 1,000 feet call and 500 feet call were made by me acting as pilot monitoring. The response to 'set missed approach altitude cleared to land' and 'flare armed stable' were made respectively by the IOE student. After 500 feet we received GPWS alerts for 'Terrain' and as we approached the runway threshold, a 'Pull Up' warning was [received]. After observing that we were in normal landing position, I made the ill advised call to continue. As the autopilot began to enter the flare we realized we were still at flaps 5 and not configured to land. I immediately called for a Go-Around and the Go-Around procedure was executed. We advised ATC and were vectored around for a second approach for [Runway] XXR. We executed the approach and landed without further incident. Upon arriving at the gate, we debriefed our errors as well as the breakdown in CRM/TEM monitor crosscheck and SOP. We also debriefed our failure to adhere to the GPWS warning. We concluded that the combination of limited currency, outside current distractions (COVID, displacements,) and a long duty day may have created a moment where we completely lost focus. The decision to go-around saved our poor performance from becoming an accident.

## Synopsis

Air carrier flight crew reported executing a go-around due to a ground proximity warning.

ACN: 1764789

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 24000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 57

Experience.Flight Crew.Type : 18000

ASRS Report Number.Accession Number : 1764789

Human Factors : Distraction

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Confusion

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation - Altitude : Undershoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Aircraft

## Narrative: 1

Climbing out of ZZZ enroute to ZZZ1, ATC issued a climb clearance to FL250. The aircraft prematurely leveled off at FL240. ATC again advised us to climb to FL250 before the error was caught. I asked the First Officer why the aircraft leveled off early. He stated I don't know why, but it did the same thing last week. The MCP was correctly set to 250. Later that day the aircraft again leveled off prematurely at FL360 when the MCP was set to 370. After some investigation it appears the performance data is loading the FMC with an intermediate level off altitude and not the final cruising altitude.

In our case, the flight from ZZZ-ZZZ1 was planned to level off at FL240 with a later step up to FL250. The later flight from ZZZ2-ZZZ1 was planned at FL360 to ZZZZZ, then FL390 to ZZZZZ1. I have been out on extended leave for the last 5 months and asked the Chief Pilots if there was a notification to the pilots of a software change. They were not aware of any. On my commute flight from ZZZ-ZZZ1, I advised the operating crew of the report I was writing and to let me know if it did it again. They informed me after the flight that it did it again, and that they were unable to change the cruise altitude. They had to use V/S to keep the aircraft climbing to FL 250.

Investigate if there was a software change and why it may not have been relayed to the pilots. My Pilot Monitoring should have also caught the error.

## Synopsis

Air Carrier Captain reported the aircraft leveled off 1,000 feet before assigned altitudes multiple times, and during multiple trips.

ACN: 1764752

## Time / Day

Date : 202010  
Local Time Of Day : 0601-1200

## Place

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

## Environment

Flight Conditions : VMC  
Weather Elements / Visibility.Visibility : 10  
Light : Daylight  
Ceiling.Single Value : 2300

## Aircraft

Reference : X  
ATC / Advisory.Tower : ZZZ  
Aircraft Operator : Personal  
Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear  
Crew Size.Number Of Crew : 1  
Operating Under FAR Part : Part 91  
Flight Plan : None  
Mission : Personal  
Flight Phase : Taxi

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Personal  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Single Pilot  
Qualification.Flight Crew : Private  
Experience.Flight Crew.Total : 1350  
Experience.Flight Crew.Last 90 Days : 1.5  
Experience.Flight Crew.Type : 1120  
ASRS Report Number.Accession Number : 1764752  
Human Factors : Other / Unknown  
Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Because of the COVID pandemic, I have not been flying very often. Additionally due to construction on the airport (ZZZ), unusual taxi patterns are in effect. This morning, I observed a construction barrier on the taxiway blocking the usual path to Runway XX which took my attention. I passed a hold point by about 50 feet at Taxiway G that the Controller had given. Other than the missed instruction, there was no danger or incident. I focused too much on the construction barrier and not the big picture and the Controller's instruction.

## Synopsis

GA pilot reported a taxiway incursion and cited construction related distraction and lack of flying as contributing factors.

ACN: 1764719

## Time / Day

Date : 202010

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 11000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Ferry / Re-Positioning

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 1044

Experience.Flight Crew.Last 90 Days : 127

Experience.Flight Crew.Type : 440

ASRS Report Number.Accession Number : 1764719

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types



Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was conducting a ferry flight with another pilot on Aircraft X. The other pilot came with me in order to begin familiarizing himself with the airplane and its systems, particularly with the G1000 system as he had no previous experience operating a glass cockpit. While enroute I was providing some instruction [of] the various aspects of the G1000, including the radio. We were operating on an IFR flight plan and maintaining assigned altitude, but at one point I realized that a significant amount of time had elapsed since I had heard from ATC. I discovered that at some point, the radio volume had been turned down. I quickly turned up the radio and reestablished radio contact. The Controller informed me that he had been trying to get a hold of me and that he had to re-route some traffic in a MOA that I had flown through. He didn't tell me whether this resulted in an actual loss of separation, but either way I ended up flying through an active MOA while on an IFR flight plan and did not hear any instructions to descend below it. While retrieving my briefing, I saw that the MOA along in my route was active beginning at 8,000 feet. I filed for 11,000 expecting the Controller to descend me below it if necessary. Obviously, that did not happen in the NORDO situation.

A lot factors played into this situation. First, I recently conducted several flights through very quiet airspace (especially after COVID) during which I would go 30 minutes or more before hearing anyone talk on the radio, whether to me or someone else. This made the silence a bit more normalized.

Second, I was expecting ATC to keep me out of any airspace I needed to avoid. During previous flights, I would normally confirm with ATC that any restricted areas along my route were cold before flying through them, even while IFR. In this situation, I think I became overly reliant on ATC to keep up my situational awareness while instructing. I also didn't give as much consideration to the MOA as I could have since flying through an active one is more common than other types of special use airspace.

Third, simply dealing with the student/pilot added to my workload. Had I not been working with the student, this probably would not have happened. I honestly can't remember now who turned down the radio, but either way, the situation would not have happened if training wasn't part of the mission on this flight.

Of course, this simply comes down to a situational awareness issue. While I'm not a brand new instructor, I recognize that I always need to continue practicing and refining the art of teaching while dealing with the challenges of operating an aircraft. I constantly teach my students to aviate, navigate, and then communicate. In this case, I simply let the instructing take away from those priorities. Still, here are some other practical steps to take to prevent this in the future:

Avoiding any special use airspace when flying with students unless the lesson specifically involves dealing with such airspace. While the primary purpose of this flight was not training, having the pilot/student on board was the primary factor contributing to the incident. While it may not have prevented the NORDO situation, everything could have been made less serious by simply filing around or below the MOA.

Prior to this flight, we had covered some ground material concerning the G1000 and Aircraft X, but we never spent any time in the airplane on the ground. When I train students on the G1000, I normally spend at least an hour going over the system while the aircraft is on the ground powered by a GPU. We didn't do that in this situation because the primary mission was ferrying, not training. In the future though, I'll familiarize the student as much as possible with the system on the ground in all situations before flying.

## Synopsis

GA pilot reported becoming NORDO and flying through an MOA.

ACN: 1764597

## Time / Day

Date : 202010

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1764597

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Dispatch

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Dispatch

When Detected : Routine Inspection

When Detected : Pre-flight

When Detected : In-flight

Result.General : Work Refused

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Staffing

Contributing Factors / Situations : Procedure

Primary Problem : Staffing

## Narrative: 1

When I got to work at XA:50 local, I started checking my workload and the number of flights I was going to receive from the dispatchers I was relieving. I counted 25 flights in the air, that I was supposed to inherit, at least 17 of them were medium to long hauls, departing between XG:00z and arriving before XJ:30z. When I determined the workload I immediately sent the help message, around XB:00 local, and went to talk to the Chief Dispatcher and the Duty Director, and we discussed possible mitigation to the problem, because I was refusing to take the desk in those conditions. First, it was said that a unit coordinator position was going to be closed to alleviate the workload, but that never happened. Then a sector manager came down to my colleague, Dispatcher Y, and asked him if he could take some of my flights, when Dispatcher Y had 20 flights in the air. He declined, since his plate was full already. To me that is lack of situational awareness, as

the sector manager are the ones in charge of the flight distribution. Then he continued asking around and a couple of my colleagues picked 2 flights each, so my workload went down to 19, since 2 of those were about to get to the gate, which is still over the company policy, but it was acceptable since there were no complications on the desk.

Increase mid night desks and improve the flights distribution.

## Synopsis

Dispatcher reported having to work too many flights during shift.

ACN: 1764595

## Time / Day

Date : 202010

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1764595

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Dispatch

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Staffing

Primary Problem : Human Factors

## Narrative: 1

At the end of the midnight shift, in an effort to not call in overtime, X dispatch desks were closed and the flights on those desks moved to other dispatch desks. The flights were forced over without proper turnover and without notice to either dispatcher.

## Synopsis

Dispatcher reported improper turnover of flights during shift.

ACN: 1764594

## Time / Day

Date : 202010

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1764594

Human Factors : Workload

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Dispatch

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

I had 22 flights airborne as of XA:36z and 23 flights as of XA:50z which is too many even during ideal weather conditions. Weather at all stations was ideal, so I was able to complete all duties, but I feel I would be pushing operational control if I had any medical/mechanical or airport/enroute weather problems.

There were X sick calls this morning which were not covered and subsequently desks were closed.

Should have opened additional desk(s) to cover workload.

## Synopsis

Dispatcher reported having to work too many aircraft due to staffing related issues after several dispatchers called in sick.

ACN: 1764542

## Time / Day

Date : 202010

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 1000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1764542

Human Factors : Distraction

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Anomaly.Inflight Event / Encounter : CFTT / CFIT

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

On base leg to Runway XXL at ZZZ called runway in sight and cleared for visual approach. Aircraft was on a 90 degree intercept to runway and PF was delaying turn towards airport. 2,000 feet was selected on FCU and descent continued for approach. Pilot Monitoring offered and executed direct to FAF to help with FMS sequencing and provide later guidance towards airport. After completing FMS programming 1,000 foot auto callout sounded. Since aircraft was configured gear down and flaps 3 we continued with this configuration. Since aircraft was low on profile we reduced descent to level off and intercept glide path from below.

First trip for Pilot Flying in 2 weeks. First trip back for Pilot Monitoring in 5 weeks. End of 8:30 minute flying day.

Better situational awareness concerning altitude on visual approach at night. Less heads down time for programming FMS during night visual approach.

## Synopsis

Air carrier pilot reported an unstabilized approach and cited lack of flying as a contributing factor.



ACN: 1764540

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 8500

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1764540

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1764548  
Human Factors : Distraction

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Relief Pilot  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1764882  
Human Factors : Distraction

## Events

Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Automation : Aircraft TA  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were descending on the ZZZZZ4 arrival north of ZZZZZ when ATC issued a traffic advisory of an Aircraft Y at 12 o'clock. The FO was pilot flying and I was looking for the traffic along with the Relief Pilot. I reported the traffic in sight and meanwhile the pilot flying descended below 9,000 before reaching ZZZZZ. The Controller said maintain 9,000 and maintain visual separation with the Aircraft Y and we returned to 9,000.

If the Controller had said maintain 9,000 and then issued the traffic, I believe the error would have been prevented. Fatigue was certainly a factor.

## Narrative: 2

We were descending on the ZZZZZ4 arrival. Approaching the ZZZZZ fix we were asked to slow to 210 on the speed early. ZZZZZ shows a 210 speed at 9,000 feet. We were asked to slow at approximately 10,500 feet. As pilot flying I dialed in 210 on the speed pressed flight level change and went heads down to the FMS to insert 210 on the speed. My plan was to repress the VNAV button after inserting the 210 speed. But, as I'm heads down TCAS announces Traffic, Traffic. All three of us go heads up and out looking for the traffic. We spotted the climbing traffic as it passed in front of us. About this time ATC ask if we had traffic and to climb to 9,000. I looked and we had descended through 8,500. We

acknowledged we had the traffic in sight and immediately climbed back to 9,000 feet. We realized that I never reengaged VNAV after inserting the new 210 speed in the FMS computer thus the autopilot continued to descend toward the 6,000 foot altitude on the arrival. The rest of the arrival and approach were normal.

Our wakeup call was at XA:30 in the morning body clock time. We had been flying for approximately X hours 45 minutes with each of us having a sleep break.

This was my second pilot flying trip in over 7 months. This was the Captain's first flying trip in 7 months.

Going to flight level change while still on a descend via arrival was a mistake on my part. I feel lack of flying and fatigue both contributed to this.

The ATC early slow call very close to a fix interrupted our flow on the arrival. The TCAS Traffic call out caused all of us to look away from the inside auto flight situation.

This was my second pilot flying arrival into ZZZ. It was the Captain's first arrival.

Lack of flying because of the COVID virus really hurts our overall proficiency. Going out to the simulator more often for situational training not less would help some of this. I have heard we are going to once a year training instead of every nine months. We have also moved landing currency to 120 days from every 90 days. Both of these new policies hurt our proficiency. Otherwise this was just a situation where several small factors added up to an off altitude incident.

## Narrative: 3

On decent into ZZZ, as Relief Pilot in the jumpseat (First Officer was flying); traffic was called out at left 10:30-11:00 o'clock position, I sighted the traffic and said to the Captain (PM) and FO (PF), what the located traffic position and that it was "no factor," at that time the First Officer and Captain had noticed that [we] descended below the 8,000 (by ~300 feet), and at the same time told to climb back up to 8,000.

All 3 crew members were head's up, looking outside for traffic, and the FO mistakenly pushed Flight Level Change, instead of VNAV (6,000 was in the F/D window, set for the arrival). Fatigue, might have played a small factor, as it was at the end of a transatlantic crossing. Mostly I would say it was "target fixation" due to trying to find the traffic.

As has been said many times in the school house: "The FMC/Flight Director panel is the Bid, and the FMA is the Bid Results..." Always verify that what a pilot has intended to engage, has resulted in the desired situation. Also, altitude awareness, even whilst searching for traffic is paramount.

## Synopsis

Air carrier flight crew reported an altitude deviation during arrival resulting in an airborne conflict.

ACN: 1764536

## Time / Day

Date : 202010  
Local Time Of Day : 1201-1800

## Place

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

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Component

Aircraft Component : APU Pneumatic System & Ducting  
Aircraft Reference : X  
Problem : Malfunctioning

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1764536

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Detector.Person : Ground Personnel  
When Detected.Other  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

APU drain mast/hydraulic reservoir vent discovered missing after engine shutdown at gate by ground crew. Upon further discovery a puncture was found in the access panel which houses the mast. No antenna was found on runway or taxiway used at ZZZ1 by airport personnel. Captain accomplished preflight walk around at departure airport. No significant defects were noted at that time.

No items were noted during preflight walk around in ZZZ. It had been over 5 months since Captain had accomplished a walk around.

Captain will leave walk around inspections to First Officer position in the future unless operational considerations dictate otherwise as Captain doesn't recall seeing any damage to the aforementioned area.

## Synopsis

Air carrier First Officer reported an APU drain mast/hydraulic reservoir vent was discovered missing by ground crew after landing.

ACN: 1764522

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Make Model Name : Medium Large Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

ASRS Report Number.Accession Number : 1764522

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Confusion

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Manuals

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

During preflight for a trip in Aircraft X we looked further into an MEL write up that had been in the book since month of 2020. According to the MEL write up the item was OK to be deferred for 500 hours with the current aircraft time written in the write up. It was brought to the mechanic's attention for confirmation on this preflight and was soon discovered that the aircraft was 17 hours over the allowed time frame. Maintenance did some quick investigating with other maintenance techs and aircraft manufacturer. It was realized that the MEL write up was not really required since the CAS message was not continually illuminated so the MEL write up was closed in the aircraft status book. So going forward we were in good shape, however; this does not excuse the fact that I operated the aircraft on a trip the prior week after the time would have expired. Looking back at my thought process regarding this write up was the knowledge that we had 500 hours to comply and with it being the COVID season seemed impossible that with the lack of flying we would have encroached on the 500 hour mark as soon as we did.

From now on it is very important that no matter how benign or routine a MEL item may seem, it is very important to always verify with facts that a MEL write up is still in good standing.

## Synopsis

Pilot reported flying an aircraft with an MEL deferral that had expired its allowed 500 hours.

ACN: 1764496

## Time / Day

Date : 202010

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1764496

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Dispatch

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Dispatch

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

A message from the Dispatch Operations was sent out about the workload distribution. The Continent X operation is being pushed to its limit. The message specified this is happening on weekday 1 and weekday 2 nights (PM and midnight shift) when the workload is actually typically over the agreed upon limit of XX flights per desk to release. On the other nights the workload is, indeed, "pushed to its limit" with Y-XX flights per desk to release.

We are currently only utilizing Continent X desks. With Y-XX flights to release that means I also have Y-XX or so already airborne to monitor. Those need to be kept apprised of current weather, turbulence, SIGMETs/FPGs, arrival issues, etc. This is if everything is "normal." In the event of a passenger or crew medical issue, gate return, or diversion another level of complexity and busyness is introduced. By having so many flights to monitor and release I can be of little help to the other desk if they experience any issues



and need help. In recurrent classes we are required to learn about the barriers put in place to maintain a safe operation. Management admits they are willfully and continually choosing to remove those barriers not only by creating a heavy workload, but also by not staffing Dispatcher Y position some nights. The Dispatcher Y is a Dispatcher whom we can go to if any issues arise; they able to help us by looking up information, making calls, etc. in the capacity of a licensed Dispatcher and they often act as the go-between for us and the Sector Managers.

Additional desks need to be opened. There is no cost to the company to open a third (or fourth) Continent X desk. X desks were bid for the year and only X-2 are being utilized currently; people are being paid to stay home. Instead of opening the desks needed for the amount of flights management continues to diminish our barriers to safety by leaving the X Dispatcher position unmanned on midnights while increasing the Continent X workload.

## Synopsis

Dispatcher reported that too many flights are being assigned to each desk, leading to heavy workload and safety concerns.

ACN: 1764491

## Time / Day

Date : 202009

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1764491

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

This was a reposition flight for an aircraft that had been in storage. The mechanic made a last minute placard of the APU door status message. The problem reset properly, but the placard was left in the book to expedite our departure. I have been advised that there was

not a mechanic's signature or employee number on the balancing logbook entry.

The nature of these ferry flights and the lack of organization makes it easy [to] miss this kind of detail. Probably should have ZZZ1 tech pilots operate these flights because they operate so far from normal operations.

## Synopsis

Air carrier pilot reported that there was not a mechanic's signature or employee number on the balancing logbook entry regarding an APU door status message.

ACN: 1764442

## Time / Day

Date : 202010

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 9300

## Environment

Flight Conditions : IMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 17480

Experience.Flight Crew.Last 90 Days : 70

Experience.Flight Crew.Type : 2094

ASRS Report Number.Accession Number : 1764442

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1764442  
Human Factors : Human-Machine Interface  
Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Flight Crew : Overcame Equipment Problem  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Climbing we were assigned 10,000 feet at 7,000 FMA said ALT due to the fast climb and turbulence. Passing 8,000 feet ATC reassigned to level off at 9,000 feet, but airplane was slow to capture ALT of 9,000 feet due to high climb rate and turbulence, moderate, and after passing 9,300 feet I disconnected the A/P and A/T and stopped climb at 9,600 feet and was correcting back to 9,000 feet when ATC noticed we had passed 9,000 feet and issued climb to 10,000 feet. ATC was step climbing us due to aircraft in front. No TA or RA or ATC immediate commands were generated. Due to moderate turbulence and high v/s climb I did not feel the need to over aggressively correct the altitude back to 9,000 feet and risk injuring a FA or passenger, knowing clearly that the step climb was due to traffic ahead we were outperforming. Flight continued safely and uneventfully.

## Narrative: 2

We departed ZZZ on Runway XX climbing to 3,000 feet. The Departure Controller gave us a climb to 10,000 feet. The airplane was light 350,000 pounds and was climbing at over 3,000 FPM. Passing 7,000 feet the FMA changed to VNAV ALT to begin the level off at 10,000 feet. The Controller amended our altitude to 9,000 feet when we were passing about 7,500 feet. We input the 9,000 feet to the MCP but the Autopilot overshot 9,000 feet and I told the PF that the autopilot was not making the level off at 9,200 feet. We leveled off at 9,500 feet and started to correct to 9,000 feet. The Controller then told us to continue climb to 10,000 feet. We climbed to 10,000 feet and the rest of the flight was uneventful.

## Synopsis

Air Carrier flight crew reported over shooting an altitude during departure.

ACN: 1764432

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : Mixed

Weather Elements / Visibility.Visibility : 5

Light : Daylight

Ceiling.Single Value : 1000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1764432

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

AVIATE. NAVIGATE. COMMUNICATE. Never in my XY+ years of being a professional pilot have there been so many issues with ATC communications, and this includes Reagan firings, ATC floods and fires, facility evacuations, earthquakes, etc., etc. Controllers are working two and three frequencies, causing missed clearances due to frequency congestion and in this case today, the Tower Controller was so busy that Controller gave a very complicated taxi clearance during the landing rollout at 100 knots and during a pilot-operating change from First Officer landing to Captain taxiing on a wet runway. The reversers weren't even stowed.

## Synopsis

Air carrier Captain reported ATC gave a very complicated taxi clearance during the landing rollout at 100 knots.

ACN: 1764412

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 3000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft, Low Wing, 2 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class B : ZZZ

## Aircraft : 3

Reference : Z

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Flight Phase : Cruise

Route In Use : VFR Route

Airspace.Class B : ZZZ

## Aircraft : 4

Reference : A

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TRACON



Reporter Organization : Government  
Function.Air Traffic Control : Approach  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 3  
ASRS Report Number.Accession Number : 1764412  
Human Factors : Situational Awareness  
Human Factors : Training / Qualification  
Human Factors : Confusion  
Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Provided Assistance  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Aircraft X was on SE vectors over ZZZ in a descent from 067 to 030 for traffic (Aircraft Z) 10 SE of ZZZ, who was NW bound for a midfield crossing at 040.

Aircraft Y was inbound for ZZZ1 from the northwest, in an abnormal position for the feed from Arrival (B) to [ZZZZZ1] (D) level at 090. This actually occupied a bit more of my attention than I expected. I don't think I've ever seen anyone fed to D that stayed on the ZZZZZ2 arrival as long as Aircraft Y did, and especially not when ZZZ1 is on a XX flow.

Maybe 2 minutes go by and Aircraft X is barely out of 060 and I tell him to expedite his descent when he's 19.26 NM NW of ZZZ and I explain the Aircraft Z traffic at 040. He says he will expedite. By the time he's leaving 5, I realize we have about 10 NM to get him down the other 2,000 feet and that's just not going to happen, so I issue I think a 160/150 heading. He takes the heading, that's when Aircraft Y comes into play.

Aircraft Y is handed off after passing Aircraft X and a deal has been worked out with B for him to be descending to 030, again, he was in an uncommon placement for a handoff. I give Aircraft Y a 210 heading to sequence behind Aircraft A traffic IFR into ZZZ1. Aircraft Z and Aircraft X are not a factor at this time, due to the diverging headings, but in my mind, it sure felt like they were. I looked at arrivals ZZZ traffic and saw one at something like 1,800 feet, so that gave me the impression they probably had more traffic and I didn't want this guy cruising another 10 NM SE bound into a position he may interfere with ZZZ arrivals. I didn't do a quick-look of B traffic because I was fixated on this Aircraft X dogging it to 030, so I decided that a turn W bound might for sure give me the separation with Aircraft Z that I needed. Well, after I do that B yells out "You good with those two"? I

look and see that the Aircraft Y is now leveling at 030 and Aircraft X sure looked less than 3 NM away in his turn to heading 270.

Now when I viewed the replay I did some measurements and a lot of the time they were 15+ degrees and diverging, but I think there had to be a split second where they weren't. And yeah, if I had let Aircraft X stay on the 160/150 heading, I wouldn't be typing up this report.

My only real recommendation is to maybe have a quick run through of the traffic flow at ZZZ [TRACON] during one of our briefing days. Nothing big, but we have maps back in the classroom info packet that has arrows that shows the preferred routings through our jacked-up airspace.

I blame myself for the loss (except that funky feed got me!), but refreshers like that have kinda gone to the wayside in the past few years. Should I revisit the SOP and traffic flow through ZZZ [TRACON]? Absolutely. Will XX of XX controllers 100% not do that? Absolutely.

During COVID a lot of positions have been combined for months on end due to staffing and lower traffic load. Reopening the room is kinda like going back into training, or at least like it feels like coming back after a long vacation. Dealing with headings we haven't used in a while, procedures, and frequencies. Refresher briefings would be nice. That's not a dig at our management I just think the FAA would be wise to allot the time for it.

## Synopsis

TRACON Controller reported an airborne conflict.

ACN: 1764316

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1764316

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1764320

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

After receiving our initial close out numbers we loaded them and then added Taxiway W departure on XXR. We got those performance numbers and loaded the new perf init. The perf init was slow to load.

We taxied out and at some point the perf init loaded again. I think we had ramp frequency on radio 2 so we didn't have company freq tuned in.

The taxi was quite quick and as we approached the runway we received some new close out numbers. I acknowledged them but as we ran the before takeoff check, we didn't receive any perf init data. We looked at the close out numbers and there didn't seem to be any changes apart from the ZCG of 23.1 which was a .1 change. The perf init was acting like there was a backlog which happens sometimes to make it slow and we didn't get new data.

We were somewhat quickly cleared for takeoff and we became focused on operating the aircraft and taking off. Sometime after takeoff, we noticed the perf init message on the FMC finally appeared. Above 10,000 feet we cleared the message. Dispatch contacted us via ACARS and told us that CLP had included one heavy bag and wanted to see if we had received the new close out.

[Recommend] to monitor company frequency on taxi, if possible. I usually do, but for some reason I had ramp on comm2 this time. This way we could have had the extra bag info sooner than the late revised CLP closeout on taxi, which is a distraction while taxiing at an airport like ZZZ. To always ensure the perf init data is loaded after a new closeout regardless of small or no changes...again, I know this, but the events (the slow perf init convinced us there was no perf init data coming).

Not to be rushed under the new COVID conditions on taxi out. With so little traffic, all of our usual taxi times are much shorter and quicker.

## Narrative: 2

After receiving our load closeout, we closed up and pushed from the gate in ZZZ. As we approached Runway XX we were cleared for takeoff from intersection W. As we made the turn onto the runway, the FO accepted control, set takeoff power and accelerated. Rolling, we received another set of performance numbers. We continued the takeoff and climb. Above 10,000 feet, we looked at the new numbers and didn't see any change. Dispatch then sent us an ACARS passing along the change from CLP for the minor revision to the CG because of 1 heavy bag. I acknowledged the ACARS and continued. Enroute, a company aircraft that departed ZZZ after us reached us on air-to-air frequency and told us that ZZZ operations was attempting to contact us while we were taking off. We said

thanks and left it. The correction from CLP was a change in ZCG from 23.0 to 23.1.

I am assuming this was just a last minute change by the ramp crew or CLP and was not directly the negligence of any one person. With no traffic on the airport, the taxi and takeoff was extremely quick and we had changed frequencies before anyone noticed the changes.

## Synopsis

Air carrier flight crew reported not communicating with operations and did not receive the new load out until airborne.

ACN: 1764309

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 167

ASRS Report Number.Accession Number : 1764309

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Primary Problem : Aircraft

## Narrative: 1

When taking off from ZZZ, Runway XXL, we were cleared to climb via the ZZZZZ2 departure. Per the departure, at 1,146 feet we are to turn direct to ZZZZZ1. The departure was properly loaded and we took off in NAV mode, as is required. However, when reaching the time to turn to ZZZZZ1, we realized that the aircraft was not making the turn at the proper time and was instead continuing on runway heading. We were not immediately aware of the cause, so we asked Departure for a heading, which they gave us, as well as a "direct ZZZZZ3 when able to resume the departure." Once on the heading, we realized that the FMS's auto sequence was inhibited, which is why it didn't continue on the RNAV departure. We switched the FMS back into auto, rejoined the departure, and continued the flight without any further issues.

While not entirely aware of why the FMS was inhibited, we think that it might have been accidentally selected while wiping/cleaning the FMS.

## Synopsis

Air Carrier Captain reported a track heading deviation while on departure.

ACN: 1764304

## Time / Day

Date : 202010

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 4000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1764304

Human Factors : Situational Awareness

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1764305



## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During the flight from ZZZ1 to ZZZ, while attempting to acquire the landing data for the arrival into ZZZ, the ACARS indicated NO COMM. The PM received the ATIS information through the radios and determined the landing data numbers via the company manuals in the EFB. The ILS XX for ZZZ was subsequently placed in the FMS prior to the brief, and Runway XX was briefed as the landing runway as per ATIS. While established on the ZZZZZ 3 arrival and checking in with final approach, ATC stated to expect Runway XYL. The PM verbally stated the fixes for the XYL ZZZZZ 3 arrival. Both the PM and PF then switched to the ILS XYL approach plate on the EFB and briefed that approach. While flying the ZZZZZ 3, both the PF and the PM discussed the two different split-off points. The first split-off is for landing East or West. The second Split-off is for landing XX or XYL. I was the Pilot Flying and was established on the ZZZZZ 3 Arrival when I noticed the indicated waypoints were still for Runway XX. As I stated that we were navigating for Runway XX, Approach Control asked us to make a right turn towards the proper waypoint for the XYL arrival.

This event was caused by not verifying the correct runway was placed into the FMS after a runway change was given by ATC. Contributing factors for this event would be the initial distraction resulting from the failure of ACARS. Another contributing factor would be the lack of currency/proficiency for both the PF and the PM. This lack of currency/proficiency was briefed as the threat in the brief for both the takeoff as well as the arrival. A final contributing factor would be the lack of familiarity with ZZZ for the PF as this was the first time flying into that airport.

First and foremost, flight path management is paramount to a successful outcome to any flight. When given any changes in altitudes, airspeeds, headings, runways etc. by ATC, each pilot is responsible to confirm and verify those changes. If task saturation begins to set in, notify the other pilot and let them assist you with reducing your saturation level. Always clearly understand where you are during any aspect of a flight. Within the extremely dynamic environment we find ourselves in during any flight operation, a lack of currency or proficiency can and does have a negative effect. Under the circumstances of COVID-19, it is still incumbent on each pilot to maintain the highest level of professionalism possible.

## Narrative: 2

I was pilot monitoring, prior to descent the ACARS went NO COMM, so I was gathering weather and doing landing data manually- we had set up for and briefed for XX as that was the previous active runway on our ACARS there is a reasonably complex STAR with altitudes and speeds. On checking in with Final Approach we were given [Runway] XYL - I inadvertently verified the verbiage of the arrival on the plate and somehow didn't realize I hadn't executed the FMS. We had verbalized the fixes and were anticipating the XYL transition when we were at 4,000 feet with the final approach before Tower- the aircraft began a turn to the left on the XX transition and the PF asked if that was correct- simultaneously the controller had us turn- ultimately descending and intercepting the final approach course for XYL

As PM I was becoming task saturated in the descent and ultimately didn't execute the proper inputs for the runway change-- of note, I am returning from extended time off as was my PF -- we had briefed currency in our brief and were communicating well about the arrival and landing.

Aside from not noticing my mistake of not executing the runway change we were communicating well and except for my being task saturated with getting the ATIS and monitoring a complex arrival I believe we could have attempted a full instrument briefing- however it was VMC for a visual and we had briefed the runway including taxi etc. The change of runway at a critical phase along with our lack of recent experience at ZZZ led to my not preparing for the appropriate runway initially.

## Synopsis

Air carrier flight crew reported setting up for the incorrect runway during approach.

ACN: 1764293

## Time / Day

Date : 202010

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Flight Phase : Cruise

## Person

Reference : 1  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Dispatch : Dispatcher  
Qualification.Dispatch : Dispatcher  
ASRS Report Number.Accession Number : 1764293  
Human Factors : Workload

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Dispatch  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Company Policy

## Narrative: 1

I began my shift on desk X at XA:00L, and I was to relieve three dispatchers at desks Y, Z and A at XA:00L. The Chief Dispatcher sent a message to the entire floor that the midnight desk assignments had been revised. It now showed that my desk would pick up a total of 7 desks instead of the original 3. The new desks were X, Y, Z, A, B, C, and D. There was a note on the revision that there were only 14 total flights among the new desks. It appeared that they only counted the number of releases to work the next morning, because there were a total of 38 flight in the air that I would now be responsible for. Just as I finished reading this revision, I received a call from a flight in the air having issues with the number two engine. I told a fellow Dispatcher to call the bridge and advise them that I am refusing to accept this many desks and flights. The Chief Dispatcher came down to my desk and I was able to show him how many flights I would have to handle. He apologized and said that he was told that it was only 14. The Chief Dispatcher returned to the bridge, and another revision was issued to remove three desks from my workload. The workload model agreed to by the company and my union is no more than X releases per hour, and no more than XX flights in the air at one time. This would have been more than

double the allowed number of flights per desk.

The company reduced the number of domestic midnight desks beginning on this shift. This reduction in dispatchers and desks has caused a new workload issue.

Honor the workload model that has been agreed to and open the closed desks to mitigate the workload problem.

## Synopsis

Dispatcher reported an overwhelming amount of flights the Dispatcher was advised they would be working, due to staffing issues.

ACN: 1764286

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 14300

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class E : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1764286

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1764288

Human Factors : Distraction

## Events

Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

After departing ZZZ Runway XX, Departure Control directed turn to 020 degrees, climb 10,000 MSL. Air Traffic Control then directed passing 11,000 MSL, cleared left turn direct ZZZ [VOR], climb and maintain FL180. Air Traffic Control then amended clearance to 14,000 MSL. With aircraft in the turn, autopilot engaged, thrust in climb power and Open Climb mode, aircraft exceeded 14,000 MSL by 275 feet during automatic level with autopilot likely due to light weight. Air Traffic Control immediately gave us right turn 360 and firmly reminded us of our assigned altitude of 14,000 MSL, then called traffic at our 11 o'clock at 15,000 MSL. Autopilot was disconnected, we initiated immediate turn to 360, manually complete the level off at 14,000 MSL. There were no TA's or RA's during this event. Aircraft never exceeded 14,300 MSL during this event.

Got altitude assignment while climbing at a high rate.

## Narrative: 2

Cause - Light weight aircraft as a result of very light passenger load.

Suggestions - Awareness on aircraft operations with non-standard weight...much lighter than standard ops weights.

## Synopsis

Air carrier flight crew reported overshooting an assigned altitude during departure and cited the rate of climb due to the aircraft being light in weight as a contributing factor.

ACN: 1764277

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1764277

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1764464

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Other Person  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were ferrying an airplane from ZZZ to ZZZ1 that had not been flown since May 2020. There was lots going on with the plane in the hangar when we arrived and we were past the scheduled time of the plane being returned to service. The plane was finally pushed back onto the ramp and the APU was left running for us. Since it had not been flown for quite a while, my FO did a walkaround clockwise and I went counter clockwise to make sure all looked normal on the outside. We then proceeded to contact Dispatch for fuel requirement and did the acceptance checklist so we could make sure everything checked out before we took the plane. I went back inside and watched them sign off the aircraft and put it back into service after talking to Maintenance in ZZZ. I talked once again to Dispatch and printed the paperwork and went back to the plane. During that time the VOR was being updated and Maintenance was still walking back and forth to the plane carrying stuff. One Maintenance worker even came on board at the end looking for a spray that another employee thought he left on the aircraft (he called the Maintenance employee from home to ask him to look for it) and the FO and myself once again did another search of the aircraft inside and out. With everything going on I unintentionally forgot to check on the logbook again and was advised the next morning that it was not on board the aircraft.

With the non-normal nature of the flight (coming out of storage), I would take the time to verify with Maintenance and the crew that the airplane is ready for return to service and ensure all required documents are on board the aircraft. Next time I will slow down and follow the checklist to mitigate this non-compliance and double check that the book is on the aircraft.

## Narrative: 2

[Report narrative contained no additional information.]

## Synopsis

Air carrier flight crew reported being distracted during preflight and the flight departed without the logbook on board.



ACN: 1764220

## Time / Day

Date : 202010

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Aircraft : 3

ATC / Advisory.TRACON : ZZZ

Make Model Name : Light Transport, High Wing, 2 Turboprop Eng

Crew Size.Number Of Crew : 2

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 2

ASRS Report Number.Accession Number : 1764220

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

First aircraft inbound for ZZZ, we're on a north operation. Aircraft X comes from the SW, checks on with correct ATIS, I assign him Runway XXL tell him to expect radar vectors for a visual approach, second aircraft, Aircraft Y checks on with correct ATIS from NE I assign him radar vectors VA XX L, third aircraft checks on from SW Aircraft Z, checks on with correct ATIS tell him to expect visual approach XXL and I give him a caution wake turbulence because he'll be following Aircraft Y. Since Aircraft X was my first aircraft it's customary for me to get flight conditions, winds bases etc.

I wasn't very busy, some departures from ZZZ and nearby satellites, got one VFR for flight following. I know something had gone wrong at some point with our radar, something with ASR and I think some shout lines also OTS (Out of Service) which I believe Supervisor was working on due to phone calls in background. CIC was watching the satellite sector he seemed to be getting busy. I vector Aircraft X to the back of the box, for a straight in visual approach approximately 15 miles, I get the last of the PIREP, I clear him and switch.

I slowed Aircraft Y on downwind to follow, and I had vectored Aircraft Z towards final. Aircraft Y calls field in sight, I withhold clearance to give Aircraft X room to get off runway. Finally give a turn and clearance to Aircraft Y and switch to Tower. Then I hook Aircraft Z to join the final approach course and advise field when I notice go-around, and Aircraft Y going to XXL, I assumed FOD on runway, I immediately change the runway on Aircraft Z, tell him to plan on a VA app, and told him to stand by while I find the localizer frequency, he says he has field in sight so I clear him to XXL, at some point I switch him.

Aircraft X comes off, I start my point out with my satellite, climb him to 4,000, and turn him. I asked him if he went around due to FOD, I don't think he understood my questions, I asked him if he went around due to FOD, what was reason for go-around and he said runway was closed, he went around when he saw the flashing "X" on runway then he asked the tower controller if runway closed.

That's when I realized I had been vectoring to wrong runway and forgotten west complex [was] closed. I had been previously distracted prior to taking position from union forcing us to no longer social distance and having to train, so that had been something I was discussing with my peers and the possibility of changing schedules for a sixth time this year that had definitely been a major distraction when I came to work today. In the end it's on me, I'd like to know if ATIS was correct because I had three pilots all check in with current ATIS and no one balked at XXL. Also straight in, over 15 miles, tagged for the wrong runway, and tower didn't look at the scope or out the window and cleared for the wrong runway. Just a lot of Swiss cheese [stuff] went down.

A lot of things went wrong, involving a lot of people, maybe I should have taken sick leave today.

## Synopsis

Approach Controller reported vectoring three aircraft to a closed runway and not realizing it until the first aircraft went around.

ACN: 1764168

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked  
Route In Use : Vectors  
Maintenance Status.Maintenance Deferred : Y  
Maintenance Status.Records Complete : N  
Maintenance Status.Released For Service : N  
Maintenance Status.Required / Correct Doc On Board : N  
Maintenance Status.Maintenance Type : Scheduled Maintenance  
Maintenance Status.Maintenance Items Involved : Work Cards  
Maintenance Status.Maintenance Items Involved : Inspection  
Maintenance Status.Maintenance Items Involved : Testing

## Component

Aircraft Component : Aircraft Logbook(s)  
Aircraft Reference : X  
Problem : Improperly Operated

## Person

Reference : 1  
Location Of Person : Hangar / Base  
Reporter Organization : Air Carrier  
Function.Maintenance : Technician  
Qualification.Maintenance : Powerplant  
Qualification.Maintenance : Airframe  
ASRS Report Number.Accession Number : 1764168

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Maintenance  
When Detected : Routine Inspection  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Logbook Entry  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

I have made a mistake on the Deferred in Place (DIP) for Aircraft X, Engineering Change Release Authorization (ECRA) X.

The 8110-3 is good 12 months, but mistakenly, I asked planning to contact us after 24 months for revised ECRA.

As of DATE X (2019) the aircraft had a total of 25,904 total aircraft flight cycles.

As of today the aircraft the aircraft has 26,568 total aircraft flight cycles.

The aircraft has been over flown by 664 Flight Cycles.

The aircraft is in storage at ZZZ.

We have received the revised 8110-3 for stage 2 and 3.

The initial inspection is required at 32,041 Total Aircraft Flight Hours.

As of today the aircraft the aircraft has 26,568 total aircraft flight cycles.

So we haven't skipped any required inspection.

## Synopsis

Technician reported an aircraft in storage had an inspection come due without being placed back in service.

ACN: 1764157

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1764157

Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : Taxi

Result.General : Police / Security Involved

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

On taxi out the flight attendants contacted us to advise of a passenger disturbance regarding the use of face coverings. Two passengers were asked up to four times regarding the proper use of the mask and were advised that both the nose and mouth

must be covered at all times unless actively eating or drinking. They initially complied, however; they continued to pull the mask below the nose which was the cause for the several attempts by the flight attendants. Upon first contact, I made an additional announcement regarding the policy of face coverings and stated to the flight attendants that returning to the gate may be an option to remove those individuals that were non-compliant. Shortly after I was advised that the passengers were finally cooperating and we continued on to our destination and advised to keep us advised to any further issues. I contacted Dispatch in-flight and advised of the situation, I asked that an airline representative and security meet the plane to discuss further policies regarding face coverings which concluded the incident.

## Synopsis

Air carrier pilot reported being advised by flight attendants during taxi out that passengers were not complying with face mask policy.

ACN: 1764063

## Time / Day

Date : 202009

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1764063

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Was advised by Flight Attendant approximately 1 hour prior to landing that passenger was non-compliant with face covering policy. I was not advised of any other malicious behavior.

Change mask policy or ban passenger.

## Synopsis



Air carrier Captain reported a Flight Attendant advised that a passenger was non-compliant with face mask policy.

ACN: 1764062

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1764062

Human Factors : Distraction

Human Factors : Other / Unknown

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1764072

Human Factors : Distraction

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

### Narrative: 1

Was kept fast by ATC, and while configuring for landing, inadvertently had a 5 knot flap overspeed when selecting flaps 3.

A little tired. Accepted an ATC clearance to keep our speed up too long. Recent return to flying after 6 month absence.

I will feel free to tell ATC "unable" in such scenarios in the future.

### Narrative: 2

Was kept fast and high by ATC. While configuring for landing, had an inadvertent 5 knot overspeed while selecting flaps 3.

Saw speed reducing below the threshold speed, and lowered flaps, but should have waited for speed to be 10 knots below.

Will tell ATC unable if presented with a similar scenario.

## Synopsis

Air carrier flight crew reported a flap overspeed issue on initial approach.

ACN: 1763953

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1763953

Human Factors : Distraction

Human Factors : Confusion

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was sitting standby and had a mask on for at least 4 hours. It has been a long time since I walked into in-flight. I feel very uncomfortable and unsafe not knowing who people are because we are all covered up. There is no way to look at your ID and know that it is the same person behind a mask. Again, as I traveled home, once released from stand by, I had a headache. This is a reoccurring event due to wearing a mask, and this time I was not even on a plane. As I return to work full time, I am very concerned about not feeling comfortable being able to see my pilots' and crews' faces. I have many studies showing that healthy people should not be wearing masks. This is not a new subject, it has been studied years ago.

And I believe OSHA says that it is not safe as well. I am also very concerned about the spraying of the aircraft and would like to know the chemicals used. I take my health seriously and would never put it in the trust of anyone other than myself.

## Synopsis

Flight Attendant reported several concerns with individuals having to wear face masks.

ACN: 1763892

## Time / Day

Date : 202009

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1763892  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During cruise flight, approximately one hour and 30 minutes from landing, a call was received from the cabin regarding a passenger, who was not complying with the face covering policy and disturbing nearby passengers. I asked the A Flight Attendant if any assistance or a diversion will be required, the reply was that more information was needed. A short time later, I received a call from the cabin informing me that the situation had been diffused and that passenger was now compliant.

While on approach to landing in ZZZ, I received a call from the cabin stating that passenger was out of his seat creating a disturbance. The A Flight Attendant requested personnel meet the aircraft at the gate.

Personnel met the aircraft and escorted passenger to the terminal without further incident.

Due to the first flight attendants calm demeanor, I allowed myself to believe the incident was not an issue. From this point further, I will involve my Dispatcher as well as other available resources.

Monitoring of passengers behavior during the boarding process can sometimes identify potential problems. Whenever possible, it is better to deal with these potential problems on the ground before the flight.

## Synopsis

Air carrier pilot reported an in-flight passenger misconduct event.

ACN: 1763764

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1763764

Human Factors : Distraction

Human Factors : Confusion

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1763765

Human Factors : Confusion

Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant



Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Passenger in seat X1 had an unusual device that he was wearing. FA "A" and I approached the passenger, and asked about his device. He said that it's a Powered Air Purifying Respirator. Powered Air Purifying Respirator had a hose that was attached to the face hood. We talked to gate agent and asked about the device, gate agent did not know anything that pertained to such device. FA "A" and I looked through our manual and couldn't find anything about this specific device. It's not an Air Purifier which is a prohibited on all flights, it's a respirator which is similar to MPEDs (Medical Portable Electronic Device). The passenger was very compliant, he had a face mask on and a hood shield on. Since we were not sure about this device, we talked to our pilot. Our pilot called operations, and operations said that it's OK with them if we allow passenger to have this device on flight. We allowed passenger to have the device on board.

More information needed for situations like these.

## Narrative: 2

[Report narrative contained no additional information.]

## Synopsis

Flight attendants reported a passenger boarded wearing a powered air purifier respirator during the flight and they were not sure if it was allowed.

ACN: 1763762

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1763762

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1763766

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During boarding Flight Attendant B let me know there was a passenger who was speaking on her cell phone while not wearing a mask. Flight Attendant B asked her to put the mask on and the passenger said she can't talk on the phone through a mask. Flight Attendant B insisted and the woman begrudgingly put the mask on. As I passed by the passenger she was again not wearing the mask and speaking on her phone. I stood by the seat in front of her waiting for a good break in the conversation for a time to talk with her and she wrapped up the conversation and said sorry and put the phone away. I told her it wasn't an issue with the phone, but the health and safety of those around her. She put her mask on. Shortly thereafter as we were preparing the cabin for departure I noticed her mask was below her nose. She was wearing her headphones and did not hear me, but when she saw me she pulled the mask up over her nose.

Based on the attitude she gave Flight Attendant B and the fact that the mask was off again when I came by, and then not properly worn a third time Flight Attendant B and I concurred that if we had to speak with her again it would merit a disciplinary action. We also told the flight deck this, so that they would be aware.

Throughout the flight we did have close eyes on her, as one does when a passenger has already exhibited behavior that is against the rules, but I tried not to hound on her. During service I saw her and some others wearing their mask below their nose or off in the long times between sips and I made a PA asking everyone to be compliant (in no way singling her out).

Once it came time for final compliance for landing I came back through and again her mask was fully below her nose. I stopped and kneeled down and told her that we had already spoken with her about the mask and that wearing it under the nose does not comply. During the conversation that followed she did not pull her mask over her nose until after I had walked away.

She told me that she has a medical condition that makes her light headed and that she has been doing her best with the mask. I told her that while for several months we had mask exemptions for medical cases for the last month it has been mandatory regardless of individual.

She asked me for my full name and asked if she could take a picture of my name tag. I told her I was not comfortable giving my last name but if she reached out to the company they would know who I was. She said that I was rude for hounding her and briefly said the word "Nazi" in reference to my strict adherence to the mask policy and "targeting" of her.

The specifics of timing between what was said during this conversation and what was said in the conversation after I brought disciplinary action and later during final compliance all kind of meld, but these things were said.

She said that it was wrong to single out people who have medical conditions and that they don't have to share what the condition is. I reminded her that at no point did I ask her

what her condition is and that she only shared that she had a condition at the end of the flight after things came to a head. I also explained again that regardless of condition the mask policy is for anyone who wants to fly.

Some guests in the nearby rows thanked me for sticking to the policy as they had had concerns with the passenger in question not wearing her mask throughout the flight. I did my best to thank them for their support, but also to not rile up the non-compliant passenger nor the woman across the aisle who seemed to have befriended and come to the passenger's side (however this woman never spoke up to me or in my earshot). I did not want to put passengers against each other or cause more disruption.

Passenger also said that she was not planning on flying [Airline] ever again.

We let the Captain know [of the situation] and he called ahead to have a Supervisor meet passenger. During deplaning several of the other passengers that were in surrounding seats and had spoken up again thanked me for the way I handled the situation and said they'd be writing in to the company.

## Narrative: 2

Passenger was sitting in seat XX1. When securing the cabin before door closure she was on phone and had mask looped on one ear and hanging down and I asked her to put it on she said "but I can't talk on the phone with it" and I said "I apologize but it has to be worn over your nose and mouth at all times it is our policy" then she just looked at me with an attitude and then I asked her again if she could please put it on to which she said "sssuurreeeee" and put it on. Then I informed another FA and told him to keep an eye on her and then he immediately walked through the cabin and she had it off again, not even one minute later. So he also asked her to put it on. After safety demo passenger had mask on but not covering her nose FA A asked her to pull it up and make sure it is covering both her nose and mouth.

Inflight there were times she took exaggerated time to eat and drink. As were others in the cabin so we made a PA, (overall I bet we made 20 mask policy PAs during the entire flight).

Then during descent FA A observed her with it off again. I seen him having a conversation with her so I approached and he mentioned to her the policy and the reasons and the procedure and then told her he would be back.

He said she said she knows the policy. And around that time she mentioned to him that she was trying her best but she has a medical condition. She continued to argue with him and ask for his name to file a complaint. Passengers in front of and behind her gave thanks to FA A for enforcing the policy and said he handled it well. I do believe she overheard them praising him. We notified Captain and he informed [the] arrival station.

## Synopsis

Flight attendants reported a passenger did not comply with face mask policy during flight.

ACN: 1763759

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1763759

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Taxi

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During taxi out, passenger wouldn't put his seatbelt on. His Mom told me to "Force him to put it on." I declined. The Dad and Mom both attempted to put seatbelt on their son, but no success. He screamed and refused all of the way out to runway. I asked the Mom "How old is your son"? She told me that he was 4 years old. I then told her that he also has to wear a face mask. Her response was, "Good luck with that." Another Flight Attendant also tried to get compliance from them, no luck as well. I called the CA to inform him. The other FA informed the Mom that we were going to have to return to gate, and remove them. We returned to gate, and [they] deplaned.

## Synopsis

Flight Attendant reported a child would not wear a seatbelt, nor a face mask and was eventually deplaned.

ACN: 1763742

## Time / Day

Date : 202009

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Cabin Activity : Deplaning

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1763742

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During boarding a passenger came on not wearing his mandatory face mask. I asked him to put it on. Before closing the door for pushback, same passenger came to the front to use the lav. In front of the C D [flight attendants] and Ops agent I asked him to put his mask on again. He stated he was eating. I informed the Captain and Ops I told him twice now to wear his mask. The Captain made an announcement about masks and Ops talked to him. He stated he was eating and didn't have to wear the mask. During the flight he continued to eat and never wore his mask. Even to use the lav a second time or when he got into the overhead bin. I called the Captain and asked for a Supervisor to meet the plane. The passenger walked off with no mask on.

## Synopsis

Flight Attendant reported a passenger did not comply with face mask policy.



ACN: 1763723

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 36600

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Corporate

Make Model Name : Medium Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1763723

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Provided Assistance

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

While in climb to FL410 we were given a turn 20 degrees left for traffic. Passing through 36,600 feet Controller said a mistake had been made and descend to FL360. As we were descending Controller gave us a right turn to 110. At that time we received an RA which we followed to 35,500 before we were clear of conflict. We then climbed back to FL360 and reported our altitude and RA event to ATC. ATC stated there was confusion between two controller's plans.

The controllers [should be] on the same page. What happened today isn't a surprise to me. Since the reduction in staffing of the controllers from the COVID-19 pandemic flying has been miserable and less safe. Most controllers are controlling several frequencies and are overloaded. We have had more TA's in the last 2 months than the last 3 years.

## Synopsis

Corporate jet Captain reported a communication issue between ATC facilities resulted in an airborne conflict.

ACN: 1763584

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 16000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class E : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 240

Experience.Flight Crew.Type : 2800

ASRS Report Number.Accession Number : 1763584

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Last 90 Days : 150  
Experience.Flight Crew.Type : 16000  
ASRS Report Number.Accession Number : 1763587  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

During the ZZZZZ X Arrival, a late clearance was issued and believed to have been to "Expect ZZZZZ1 at 250 knots." That "Expect" clearance was read back by the Pilot Flying (First Officer) due to the fact that the Pilot Monitoring (Captain) was speaking to the flight attendants on the interphone. After passing ZZZZZ1, ATC asked to verify that we were at 250 knots, the First Officer/PM responded that we were awaiting the expect 250 knots clearance. The ATC Controller made reference to the fact that he was wearing a face mask and the clearance may have been miss-understood. The Captain returned from speaking with the flight attendants and the First Officer briefed him on the miss-understanding of the "expect 250 knot" clearance. The aircraft was slowed to 250 knots and the flight continued on the ZZZZZ X Arrival uneventfully.

Communication with ATC can be difficult enough. Controllers wearing face masks doesn't seem like a good idea.

## Narrative: 2

We were descending on the ZZZZZ X. I notified my First Officer that I would be off for a moment, so as to notify the flight attendants to take their seats due to the turbulence. When I notified my First Officer I was back, he informed me that ATC had told us to expect ZZZZZ1 intersection at 250 knots. Shortly after passing ZZZZZ1, ATC queried our speed. We notified ATC that we were at 280 knots but were never assigned the 250 knots at ZZZZZ1 that he told us to expect. ATC commented that he was wearing a face mask and that it was probably hard for us to understand him. We slowed to 250 knots and the remainder of flight was uneventful.

## Synopsis

Air carrier flight crew reported missing a speed restriction clearance possibly due to the Controller wearing a face mask.

ACN: 1763547

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 140

Relative Position.Distance.Nautical Miles : 10

Altitude.MSL.Single Value : 3000

## Environment

Flight Conditions : IMC

Weather Elements / Visibility.Visibility : 100

Ceiling.Single Value : 900

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Initial Approach

Route In Use : Vectors

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 2500

Experience.Flight Crew.Last 90 Days : 40

Experience.Flight Crew.Type : 1000

ASRS Report Number.Accession Number : 1763547

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

Was being vectored for the GPS XX approach at ZZZ. Was a plane ahead with a similar call sign. Controller gave me a approach clearance for the ILS XX, I was expecting the GPS XX and the position sounded off. I turned to join the approach course as I was positioned for this, but then questioned the Controller telling him I thought he meant to give the clearance to the plane ahead. He said he had but the plane ahead also stated they were given no clearance.

The Controller had given me, Aircraft X, the clearance in error. I then turned back to my assigned heading and the Controller then cleared the other plane. I never left my assigned altitude. The Controller seemed over loaded throughout the flight. The current staffing at ATC seems to be straining their capacity with controllers covering many more frequencies which means pilots tend to step on each other as we can't hear the other frequencies.

## Synopsis

GA pilot reported ATC clearance issues involving similar call signs and cited Controller workload as a contributing factor.

ACN: 1763430

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Relative Position.Angle.Radial : 184

Relative Position.Distance.Nautical Miles : 6

Altitude.MSL.Single Value : 14000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Corporate

Make Model Name : Falcon 2000

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class E : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1763430

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain



Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1764674  
Human Factors : Human-Machine Interface  
Human Factors : Training / Qualification  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were flying to ZZZ, assigned the XX LDA starting at ZZZ1 VOR. We were instructed to cross ZZZ1 VOR at or above 15,000 and cleared for the approach. We had programmed the avionics to fly the approach and descend on the approach to the glide slope intercept altitude. During the setup we neglected to arm the VNAV. After passing ZZZ1, descending, the aircraft did not level off at 14,000. We noticed the missed level off just before the controller alerted us to a probable altitude deviation. The Captain immediately disconnected the autopilot and returned to the appropriate altitude. The flight concluded uneventfully.

I believe there were several factors that contributed to the event. Primarily, the flight crew was legally current but a little out of practice. A full procedure instrument approach in real-time in mountainous terrain is different than currency and maintenance flights in non mountainous terrain. We have a very strong safety culture, attend recurrent training more frequently than required, and have extensive backgrounds including airline and corporate jet experience but are still susceptible to being "rusty".

## Narrative: 2

[Report narrative contained no additional information]

## Synopsis

First Officer reported flight missed an altitude level off because they were a little rusty.

ACN: 1763410

## Time / Day

Date : 202009

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Repair Facility

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1763410

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Maintenance

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

Sorry to have come to you for issues pertaining to night shift but we as Aircraft Maintenance Technicians feel the need to write to you all as our requests to night shift supervisors have gone into one ear and come out the other without any interest to these issues. As you all probably know we at nights perform different checks and routine maintenance on the airplanes sitting out there on the remote pads. We have expressed our concerns to night shift supervisors about the need to add more entry door Stairs/Stand...for Aircraft X/Y types as well as Lighting Fixtures since it's completely dark at night.

Now that more airplanes are being parked, what do we have to do so that our requests/concerns are answered? Answers Supervisors like to say like "We just gotta work around these issues" are not of people with sound judgment...hence as working group we felt the need to write to you all to explore better possibilities to these specific issues. Again these are safety concerns we feel need to be address as more planes are being parked in these remote areas we need more lighting fixtures and as well as entry door stairs to better accomplish all the required work assigned.

Need management to provide us with entry door stands.

## Synopsis

Technician reported work environment concerns that aren't being taken care of by management.

ACN: 1763404

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1763404

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger X was wearing a face shield without a mask. I noticed during boarding process. I informed him policy is to wear a face mask over his nose and mouth as well. He said for me to stop talking to him and go away. He said he had a condition. He repeated, that he wanted me to go away and stop talking to [him]. I asked him if he had talked to an agent? He said there was no one to talk to at the gate. I offered for him to talk to a gate agent. He again said for me to go away and did not want to talk to me. He appeared to be pulling a mask out of his bag, as I was offering to go get one for him. The FA C came and [offered] some masks. He told her to go away. Next time I was in the aisle about 10 minutes later, he had the mask on but below his nose and mouth. I asked him to make sure he had his mask pulled up, he was hostile and said he was not going to speak to me. Told me to "Go away, I'm not talking to you." I informed the A FA, she informed the CA. They decided to remove the passenger. An employee flying in Row XX witnessed the exchange. He was not in compliance and a safety hazard to other passengers and crew for COVID-19.

## Synopsis

Flight Attendant reported a passenger was removed from the flight due to non-compliance with face mask policy.

ACN: 1763397

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1763397

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

The passenger in seat X1 kept pulling his mask down, he did comply but kept doing it. He was also agitated when we told him we needed his mask to cover his nose and mouth. We were kind about it too. At one point he claimed to have a health condition. It did not say anything in the paper work of mask/face covering exemptions. I informed the other Flight Attendant and she agreed to let the flight deck know. The flight deck asked if he had been verbally aggressive towards us. He had not. The flight deck had a [CSR] meet the plane. We talked to [CSR] because the passenger told them we were rude and we were not. [CSR] told us we handled it perfectly.

## Synopsis

Flight Attendant reported a passenger did not comply with face mask policy.

ACN: 1763387

## Time / Day

Date : 202009

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi  
Flight Phase : Cruise

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Cabin Activity : Safety Related Duties  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1763387  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
When Detected : Pre-flight  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Passengers blatantly refused to wear masks. Masks must be worn at all times, even while sleeping in flight. The only time the masks can be removed is while actively eating or drinking. This was the most non-compliant flight to date. There were passengers only covering their mouth and not their nose. There were many passengers who didn't have a



mask on at all. When we would ask them to put a mask on they would roll their eyes, pretend to put it on and take it off as soon as we walked away. We all have families to go home to. This is not acceptable. Every other airline firmly enforces the mask policy.

Enforce the mask wearing policy strictly for all passengers and all airline crew, including mechanics, flight attendants, grounds ops personnel and pilots.

## Synopsis

Flight Attendant reported several passengers did not complying with face mask policy during flight.

ACN: 1763385

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Cabin Jumpseat  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1763385

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Flight wasn't full. Agents unblocked seats at X2 and X5. Social distancing for my jumpseat policy violated.

## Synopsis

Flight Attendant reported jumpseat social distancing concerns due to specific seats being made available by an Agent.

ACN: 1763379

## Time / Day

Date : 202009

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1763379

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger would not wear appropriate face cover and became confrontational. The event escalated to the point I had a stress related ocular migraine and was forced to call out sick from the aircraft and seek medical attention. In the event I possibly broke a minimum crew regulation by not waiting for a crew member replacement before attaining medical attention.

## Synopsis

Flight Attendant reported a confrontational passenger who did not want to comply with face mask policy.

ACN: 1763378

## Time / Day

Date : 202009

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1763378

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I am working C position on this flight. I briefed the OWWE (Over Wing Window Exit) and all were in compliance. My A FA, upon doing her final walk through for takeoff had to tell passenger seated XX2 to stow her bag back under the seat in front of her. Passenger in doing so FA A noticed she was wearing a small boot on her left foot. FA A informed the pilots we had to re-seat passenger. Pilots pulled over, passenger was resealed and we went on our way.

I do not know the exact time of day this happened, but was told we arrived 5 minutes late. But it says differently on our payroll sheet which says we arrived early. With that being said, we had a few mask situations during descent, one passenger complaining another wasn't wearing her mask, both passenger were through passenger. Announcements were made, 2 of the 4 FAs spoke to the unmasked passenger. During cleaning of aircraft a passenger informed me of the passenger not wearing her mask. I spoke to the unmasked passenger explaining why she had to wear a mask, but we ended up requesting either Operations or a Supervisor to speak to unmasked passenger because she told me the old lady needs to mind her own business. Operations agent took unmasked passenger to jetway to talk and situation was resolved. Unmasked passenger sat YY4 the complaining passenger moved fwd about row XD. Now we're boarding. One passenger tried to sit in OWWE using a seatbelt extension, passengers were letting their masks fall below their nose, a passenger received a call and took her mask off while walking through cabin, I got her attention by stepping into the aisle and put my hand in front of my face. She understood what I was getting at, she stopped, put her mask back on and was apologetic. Both the D & I had heavy mask patrol that flight. While briefing my OWWE I never noticed the boot wearing lady's foot with boot. All items were stowed.

## Synopsis

Flight Attendant reported multiple passengers did not comply with face masks policy.

ACN: 1763342

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1763342

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Shortly after reaching cruise, Flight Attendant let me know that a passenger's children (10 - 12 years old) were not complying with the face mask policy. That after being asked to ensure they wear their face masks the passenger (mother) threw trash at the Flight Attendant. I said I would contact Dispatch and they should contact their ops if possible. Flight Attendant said they would proceed with the necessary paperwork. I made a PA

again reminding people of the airline face mask policy. The FA let me know the passenger and children then fully complied. We continued and landed without further incident.

## Synopsis

Air carrier Captain reported Flight Attendant advised them of passengers not complying with face mask policy.



ACN: 1763321

## Time / Day

Date : 202009

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 11000

## Environment

Flight Conditions : IMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class E : ZZZ

## Component

Aircraft Component : Autopilot

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1763321

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

At 11,000 feet Flight Attendant called, notified of passenger face mask non-compliance, causing a distraction with announcement location and announcement briefing. Once on course with Runway XX, approximately 2-3 miles before ZZZZZ, during flap extension to flaps 45, autopilot disconnected.

We believe the autopilot disconnected because during flap extension speed dropped off. As the First Officer was adding power and correcting, autopilot disconnected. First Officer then hand flew and we tried autopilot again. It engaged normally.

## Synopsis

Air carrier Captain reported being distracted by a Flight Attendant call and the autopilot disconnected during flap extension.

ACN: 1763319

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 500

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class D : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1763319

Human Factors : Training / Qualification

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1763320

Human Factors : Training / Qualification

Human Factors : Distraction

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

While executing a visual approach to Runway XX ZZZ airport, I was on a proper visual glide path until approximately 1/2 - 1/4 mile final. A breakdown in my scan resulted in descending below a normal glide path, as a result we were unstable below 500 feet AGL. Neither pilot called for a go-around, though, after debrief it was agreed that a go-around would have been appropriate. I was able to correct back on profile, approximately at 1/4 mile short final. The landing was safe, on speed and uneventful.

Contributing factors included light turbulence requiring constant power adjustments. Also, lack of recent flight time due to taking leave--this was my first approach/landing in a number of weeks on top of very limited flight time in the past 6 months. Additionally, as experienced from the previous ILS approach to the same runway conducted earlier the same day, it was noticed that while on or above glide path, the PAPI's indicated well below, despite glide slope and VGSI not being coincident per the procedure. The note on the procedure indicated that the VGSI would bring the aircraft across the threshold at approximately 50 feet, however; coming across the threshold at 80 feet, the PAPI's still indicated low (one white over three red). This issue was briefed to be mitigated by referencing altitude/distance check points on descent, however; it still became an issue. The lack of proper visual guidance may have contributed to a departure from a stable glide path, however; did not contribute to the failure to call a go-around. The PAPI guidance issue was brought to the attention of the airport manager.

The potential lack of flight time/currency due to COVID is a potential universal issue. I have a luxury of flying with the X Group to maintain a scan but for those that don't, a severely reduced schedule will likely result in some loss of proficiency. A solution may be to promote those with reduced flying to take more legs/landings than normal within a given pairing. Additionally, aside from notifying the airport or ATC of malfunctioning equipment, e.g., PAPI's, there should be a means by which to relay this information to the

company for immediate communication to air crew, as there is no guarantee of a swift response or fix. (aside from NOTAMs).

## Narrative: 2

Was pilot monitoring. We were coming in to land on the visual to Runway XX in ZZZ. During the last 1/4 to 1/2 mile on the approach. The pilot flying misjudged the distance and descent rate during the approach and started to get low on the approach. Pilot flying corrected but we were unstabilized on the approach and did not execute a go-around. We landed from the approach without incident within the touchdown zone area on the runway.

The pilot flying had not been flying very much recently so lack of recent experience was a factor. A failure of the pilot monitoring to call for a go-around from an unstable approach. A failure of the pilot flying to call for a go-around from an unstabilized approach. Complacency on approach and not wanting to inconvenience passengers. Poor decision making by pilots.

As pilots we have to always remember safety is top priority. Even if it's an inconvenience to both [of] you and everyone on board. If an approach becomes unstabilized a go-around or missed approach must be executed. Even if the landing happens safely and the landing is "salvaged" it's important to remember that one day it might not be. As a pilot monitoring if you see an unstabilized approach you should speak up. Don't worry about hurt feelings. Missed connections. We can't get complacent and think that we can just continue from an unstabilized approach.

## Synopsis

Air carrier flight crew reported an unstabilized approach and landing and cited lack of flying as a contributing factor.

ACN: 1763209

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 11000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 24

ASRS Report Number.Accession Number : 1763209

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I accepted the hand-off on Aircraft X from ZZZ approach and put a PVD (Plan View Display) on what I thought was ZZZ Approach LO's scope. I was very busy working three

sectors combined and simply climbed Aircraft X on check on. A few minutes later in my hurried scan I noticed that he was in ZZZ Approach low airspace climbing through 110 but the P [position symbol] was still a P not an A [position symbol]. I looked at the P and noticed why. I had put it on sector XY's scope not sector XX's. Just a mistake of being busy and being in an expect things to go as planned and hope for the best mode instead of a calm verify everything and plan for the worst mode.

There really isn't a recommendation. While we're in this skeleton crew phase there's nothing that can be done and this is just the way things are day in and day out.

## Synopsis

Center Controller reported a mistake involving handing off an aircraft to the wrong sector and cited staffing levels as a contributing factor.

ACN: 1763195

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 4000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Flight Phase : Final Approach

Route In Use.Other

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 9

ASRS Report Number.Accession Number : 1763195

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Distraction

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I forgot to coordinate ODO (Opposite Direction Operation) with ZZZ Tower. Their active runway in use was Runway XX and I ran Aircraft X in for a practice RNAV YY approach without ODO coordination. I had cleared the aircraft for the approach and then the satellite



sectors were split and forgot to tell the other Controller about the ODO operation.

ZZZ Tower right now is on reduced operating times due to the COVID-19 pandemic. Their Tower operation opening and closing times are out of the norm and may have been a contributing factor in forgetting that they were open and coordination was needed for the ODO operation.

ZZZ1 Tower was on a XY's operation while ZZZ Tower was on a Runway XX operation which added to the confusion of what runway was in use at ZZZ.

I just need to do a better job of remembering everything.

## Synopsis

TRACON Controller reported failing to coordinate an Opposite Direction Operation with Tower.

ACN: 1763194

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.MSL.Single Value : 2000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Large Transport

Crew Size.Number Of Crew : 4

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 7

ASRS Report Number.Accession Number : 1763194

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Ground Conflict, Less Severe

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Provided Assistance

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

I was working all RADAR positions combined in the Tower cab due to the COVID schedule. We had a priority handling aircraft land at ZZZ1 which caused multiple aircraft to be placed in holding/kept in the RADAR pattern. While this was going on I had a heavy increase in traffic volume. I based Aircraft X to a 240 heading after an extended downwind, about 15 miles out at 020 MSL. Shortly after basing the aircraft I received multiple calls from aircraft and became saturated with traffic and transmissions. I realized Aircraft X had gone through final and was headed towards a man-made obstruction with the obstruction height of 2,XXX feet. I issued a right turn to heading 050 to get them away from the obstruction. I started issuing a climb to Aircraft X when I realized I had a VFR aircraft receiving radar serve at 030 directly about him. This caused me to cancel the climb and stick with just the turn. I then tried to turn the VFR aircraft so I could climb Aircraft X but between my voice quality and the other aircraft on frequency he didn't understand my transmission. I believe Aircraft X came within 3 miles of the obstruction.

I believe working on the TDW (Tower Display Workstation) display which is smaller than our normal stars displayed caused a higher complexity of traffic. I'm not really sure what could have prevented this event other than going back to normal staffing levels and working back in the RAPCON.

## Synopsis

Tower Controller reported an aircraft missed a turn and came within less than the required separation from a tall obstruction.

ACN: 1763192

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 15

ASRS Report Number.Accession Number : 1763192

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I plugged in to work Position 1 and Position 2 Low by myself.

Staffing was a major issue. The Controller-in-Charge had tried to call in overtime, but no one was available until later in the afternoon. (Our only overtime was Controller Z. He had worked the mid the previous night.

We had multiple controllers go over 2 hours on position, many without D-sides or any help.

The Controller in Charge, Controller Y, worked over almost 11 hours. This is of course well over the prescribed 10-hour shift. He was forced to work Controller A's handoff and D-side while he also worked the Controller-in-Charge position.

I was aware of the staffing situation, but at the time I was not aware that they would mandate Controller Y work more than 10 hours in a row. Thus, I was anticipating the loss of another Controller. Position 1 and Position 2 would be going red (or above the facility delineated "safe" number) in the next 45 minutes. And I knew that I would still be on position.

I called the surrounding ZZZ1 Center Sectors XX, YZ, YA, YB and advised them that we were short staffed, and I was going to be on a "red" sector. As a result, I needed 25 nm in trail to ZZZ Center International. ZZZ1 Center was extremely accommodative. The operations manager at ZZZ Center then came down to the area and began to pressure the CIC Controller Y to relieve the mile in trail restriction. With XX years' experience working arrival aircraft into ZZZ, I did not think that was a prudent decision. The Operations Manager countermanded my request and told ZZZ1 [Center] to disregard my control instructions. I was made aware of this development, and I reiterated to ZZZ1 Center that for safety, staffing and volume I would have to enforce the restriction. Keep in mind that I gave ZZZ1 at least 45 minutes lead time on this development. I was not springing anything on them. All the controllers were extremely accommodative, and I thanked them for their help. Operations Manager came up to me in an intimidating manner while I was working, and told me that I was not allowed to put in-trail restrictions on ZZZ1. I told him to call me on the line if he was going to order me to do something. I wanted any interaction recorded for self-preservation purposes. He did leave but refused to call me on a recorded line. He appeared later and told me that I was not allowed to make in-trail restrictions for my sector. I told him that if he wanted to take responsibility for the aircraft he could, but I did not think that it was safe. I refused to be intimidated. He then threatened me with an investigation and told me that I would "need a rep." I told him that I no longer felt safe working a busy sector by myself with the threat of an investigation hanging over my head. [Thankfully], CIC Controller Y assigned newly-arrived overtime Controller Z to relieve me.

Operations Manager called the X area and ordered CIC Controller Y page me back to work. I advised him that I would return shortly after using the bathroom.

Controllers should be allowed what restrictions they put in place for their sector. There is a culture of fear, intimidation and completely disregard for law, rule and regulation.

## Synopsis

Center Controller reported disagreement with Operations Manager when Controller put in aircraft flow coming into the sector reporter was working.

ACN: 1763191

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.MSL.Single Value : 5000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Descent

Route In Use : Visual Approach

Airspace.Class D : ZZZ

## Person : 1

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Function.Air Traffic Control : Instructor

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 11

ASRS Report Number.Accession Number : 1763191

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Developmental

ASRS Report Number.Accession Number : 1763205

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was watching a trainee in the Local Control position when ground/flight data/clearance delivery passed inbound information from ZZZ ARTCC of Aircraft X two miles south east of the airport for a visual approach to Runway XX. This was an extremely late inbound as our LOA reads center will inbound aircraft at least 10 miles out. We had several VFR aircraft in the rectangular pattern to Runway XX with aircraft on final to Runway XX with almost no time to build a hole. We coordinated with center to not descend Aircraft X below 4,000 and requested control which he was at 5,000. Center descended Aircraft X to 4,000 and cleared the aircraft for the visual approach to Runway XX and switched the aircraft to us. We had to move at least two aircraft out of Aircraft X way with little to no notice to accommodate the IFR arrival. Because we were advertising Runway XX/XY in use and Aircraft X was so high (5,000), I thought since we didn't get an inbound that center was vectoring the aircraft around potentially for spacing. Never did I think Aircraft X was going to be cleared a visual approach to Runway XX at the altitude the aircraft was at. Common practice is center inbound aircraft outside of 10 miles for the IFR approach and descends them to 3,000 feet before switching them to us. This created a dangerous situation with very little time to react or plan, especially with a trainee who was on day 4 of re-entering training after six months plus of not working local due to COVID and me not training anyone for just as long if not longer due to COVID.

Follow the LOA between ZZZ ARTCC and ZZZ Tower.

## Narrative: 2

I was training on local, which I had not worked local in about 6 months due to the COVID pandemic, it was my fourth day back into training. I had numerous aircraft in the local pattern and on final for Runway XX. ZZZ Center called flight data (FD) / Ground Control (GC) and in bounded Aircraft X, who was two miles south east of the field at five thousand feet. I coordinated with FD/GC and ZZZ Center to stop Aircraft X's descent at four thousand because I had several VFR aircraft in the pattern and lining up on final. Shortly thereafter Aircraft X calls me about one to two miles northeast of the field saying he is on a visual approach to Runway XX. I asked Aircraft X how long he would need to continue north before he would turn base in which he told me about another mile and then he would turn his base. I acknowledged him and told him to report turning base. I then started moving aircraft out of the way and sequencing aircraft behind him in order to make it work. I had very little time to plan and build a gap for Aircraft X to fit into. Per our LOA with ZZZ Center, ZZZ Center is supposed to inbound aircraft at least 10 miles out. This aircraft was not inbounded until two miles southeast of the field. Being that I had not got a position on Aircraft X when I noticed him so close to the airport on the STARS, I was under the impression that center was vectoring the aircraft for an RNAV XX approach only

to find out last minute that the aircraft was going to be doing a visual approach to XX and then I was not given any time to build a gap to fit the aircraft into.

In accordance with the LOA between ZZZ Tower and ZZZ Center, the Center is supposed to call with a position on inbound aircraft with a type of approach to expect. My recommendation is for center to follow the LOA and inbound the aircraft sooner, allowing tower time to build gaps for IFR aircraft.

## Synopsis

Tower Instructor and Developmental reported overlying Center not complying with the two facilities' LOA.



ACN: 1763155

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Corporate

Make Model Name : Helicopter

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Ferry / Re-Positioning

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Rotorcraft

Experience.Flight Crew.Total : 8450

Experience.Flight Crew.Last 90 Days : 15

Experience.Flight Crew.Type : 5600

ASRS Report Number.Accession Number : 1763155

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Our helicopter's annual expired the last day of Month. The closest maintenance facility was closed for flights due to the COVID pandemic. On [date] we requested a special flight permit (SFP) to the FAA for a ferry flight to be conducted 5 days later. This was the first time I have done this type of application. The FAA takes time to process these applications and I became anxious, thinking the owner would not like [it] if we continued to delay the helicopter's maintenance. So, I made the decision to continue the flight 5 days later, although the SFP was pending. I let a non-existent external pressure influence my decision to conduct the ferry flight. The helicopter was in perfect condition, but I realized that it was a mistake and should have waited for the FAA SFP response to conduct the flight. I believe more training on CRM and aeronautical decision making and FAR knowledge will help me deter these types of situations in the future.

## Synopsis

Pilot reported being under pressure and flew a ferry flight without proper documentation.

ACN: 1763147

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 30

Weather Elements / Visibility.Other

Light : Night

Ceiling.Single Value : 12000

## Aircraft

Reference : X

ATC / Advisory.CTAF : ZZZ

Aircraft Operator : Corporate

Make Model Name : Small Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Route In Use : Visual Approach

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 2150

Experience.Flight Crew.Last 90 Days : 109

Experience.Flight Crew.Type : 950

ASRS Report Number.Accession Number : 1763147

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

The event occurred on a flight between ZZZ and ZZZ1. We had been delayed multiple times at our base of operations due to mechanical issues and eventually were switched to a different aircraft that became available late in the day. Throughout the rescheduling and refiling/updating flight plans we had taken consideration of our duty time and had set a latest takeoff time from base that would allow us to complete our flights and return to base before the end of our duty time. However in all that I failed to consider night landing currency for carrying passengers. It was not until after we had picked up our passenger and were enroute to ZZZ1 and the sun had set that the FO (pilot flying) looked at me and said that he couldn't make the landing as he was not night current. Then I realized I was not night current either. At this point we realized it was too late and continued to our destination. I had the FO do the landing which in retrospect as PIC I should have shown more initiative in taking full responsibility by taking the landing instead of putting the FO in the position of making a landing out of currency.

A contributing factor is that in the past I have seldom carried passengers for my employer. Most often I am doing other type of flying with only required crew on board due to the aircraft being in the restricted category. But I have more recently been doing an occasional passenger carrying flight where I have to think about passenger carrying currency more. Also due to economic slow down there has been less opportunity to keep up currency especially night currency with our normal operations.

For corrective actions I have made a checklist for myself that goes in my knee board specifically for passenger carrying flights, because they are so infrequent, that lists the pertinent things that should be considered during pre-flight and more specifically the more pertinent things like passenger carrying currency. This will be a checklist that I see when I open my knee board prior to flight and work through at the latest, just before engine start.

## Synopsis

Corporate Captain reported neither crew member was current to make a landing on a night flight and realized it after they had departed.

ACN: 1763137

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1763137

Human Factors : Communication Breakdown

Human Factors : Workload

Human Factors : Other / Unknown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

A family boarded with the 2 year old child not wearing a mask. After boarding was almost done, Flight Attendant (FA) D advised me that the child in row X is not wearing a mask. I walked to their row and asked the parents if the child had a mask or would they like one of ours. Both parents quickly stated, "He's 2 and he won't wear a mask. Good luck if you want to try." "We were told 2 is okay for no mask." "He won't wear a mask."

I decided to disengage and have the Customer Service Agent (CSA) contacted. I advised them that a CSA would be down to have a conversation with them. The Captain was advised and I asked for a CSA to come down to the aircraft. The boarding agent talked to the party and advised me that the parents were attempting to put a mask on the child.

A second CSA came down and asked me about the age and our mask policy. She advised me they had a conversation with the party prior to boarding and wrongly advised the parents of the age requirement for wearing a mask. I advised the CSA it clearly states on policy that age 2 and up must wear a mask, no exceptions. The ZZZ Station needs to retrain or re-examine the Mask Policy because it is very clear on all guest facing touch points that our policy is stated age 2 and up. Our ZZZ Station CSA's are advising guests incorrect age requirements for our mask policy. I advised both CSA's that due to the statements made by the parents that their child would not wear a mask that the FA crew wanted them removed from the flight.

As the family deplaned they yelled and blamed me for getting them kicked off this flight. I apologized but I reiterated our mask policy as they were deplaning.

## Synopsis

Flight Attendant reported a family with child were removed from the flight because of non-compliance regarding face mask policy. The family was incorrectly told by station agents, a mask was not required for the 2 year old.

ACN: 1763134

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1763134

Human Factors : Communication Breakdown

Human Factors : Other / Unknown

Human Factors : Workload

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger in XX2. Saw him sleeping with no mask on. An announcement kind of woke him up so I finished the job by saying Sir, that woke him up and I said I'm just going to need you to wear your mask. To which he said that he just had surgery on his nose for cancer and that the mask hurts. I told him I was sorry for his nose and then said but it is our policy. He started to get a little [bit] of an attitude and said something about our policy. At

that point I found a way to end the conversation because it was going nowhere. Then I went and explained it to the A Flight Attendant.

We both believed giving him a warning would cause a bigger scene and we only have about 40 minutes flight time left. So far no one has complained about him, but if someone does we will have to issue the warning at that point.

## Synopsis

Flight Attendant reported a passenger resisted adhering to face mask policy. No further action was taken for fear of escalating the situation.



ACN: 1763133

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1763133

Human Factors : Communication Breakdown

Human Factors : Workload

Human Factors : Other / Unknown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Two passengers in XX1 and XX2. I was having to remind them to put their masks on. Next, I had to remind them to cover their nose. One passenger seemed like he would escalate, so we opted out of the warning.

## Synopsis

Flight Attendant reported having to remind two passengers about the face mask policy. FA backed off for fear the situation would escalate.

ACN: 1763132

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1763132

Human Factors : Communication Breakdown

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Other / Unknown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Pre-flight

When Detected : Aircraft In Service At Gate

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

When working I gently remind passengers that are not compliant with face masks/coverings of our policy as they're boarding the aircraft. It is also something that's included in our announcement before departure and our welcoming/safety announcement. When working AFT I actively check for mask, bag, and seat belt compliance prior to closure of the boarding door. I also ask the flight deck to make an announcement regarding face masks and to ensure coverage of both nose and mouth is included so that we are all unified. All gate agent pre-boarding announcements and Flight Attendant announcements should be updated to specify that passengers must cover their nose and mouths throughout the full duration of flight unless actively eating or drinking.

Passenger X (X1) was the last passenger to board. The gate agent waited 10-15 minutes for this passenger. She mentioned that she reminded this passenger regarding mask compliance at the gate; however I was unaware until I saw her in passing between flights. I reminded this passenger to comply with his mask during boarding. Once the boarding door was closed the AFT FA asked the passenger to turn his phone on airplane mode and to disconnect his call. He complied until she walked passed and got directly back on the phone all through our safety demonstration. The non-revenue FA that sat in row X in front of the passenger rang the FA call button before I took my jumpseat to discreetly inform me that he was still on his cell phone. I glanced back and he was indeed holding a full conversation on his cell phone. I was unaware that the AFT FA had already asked him to end his call. He complied and I witnessed him turn his phone on airplane mode. I also asked this passenger to wear his mask properly and informed him that after I'd have to share our final warning. The non-revenue FA in row X rang me again to inform me that as soon as I took my jumpseat this passenger took another call and talked until his phone disconnected at 10,000 feet. During the duration of our flight this passenger manipulated the mask policy with food/beverages and was being completely rude towards me during the duration of our flight something the non-revenue FA witnessed also. Upon landing he positioned his mask to cover his mouth only intentionally. He became, loud, frustrated, combative, and used profanity when I kindly asked all passengers to take their seats during deplaning. He tried rushing to the aisle to exit the aircraft. He Immediately stormed off the aircraft. The non-revenue FA complimented me on how I handled everything. I also informed the flight deck.

## Synopsis

Flight Attendant reported a passenger did not adhere to the cell phone or face mask policy. FA stated the passenger was rude, loud, combative and used profanity.

ACN: 1763130

## Time / Day

Date : 202009

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Descent

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Cabin Jumpseat  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1763130  
Human Factors : Situational Awareness  
Human Factors : Workload  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was distracted by requests being made by other passengers, as well as trying to maintain social distancing regarding my jumpseat.

Maintain focus and slow down if I feel I am in the "red" zone.

## Synopsis

Flight Attendant reported having difficulty maintaining social distancing while at the jumpseat.

ACN: 1763117

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 1000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Flight Phase : Initial Approach

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1763117

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Workload

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : FLC complied w / Automation / Advisory

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

While capturing glideslope from above, flaps were possibly oversped briefly with the selection of flaps 3. Flaps were moved back to flaps 2. Aircraft was configured by the marker and stable at 1,000 feet. Should have reduced the level of automation. The aircraft captured the alerter altitude before glide path and thrust began to increase. I spun the alerter down to glideslope intercept, pulled speed and altitude as flaps 3 was selected. Selected speed was 180 knots. I disconnected autopilot and reduced the descent. Captain notified me of the over speed after landing. This was my 5th flown leg in 6 months.

## Synopsis

Air carrier First Officer reported a speed deviation and cited lack of flying as a contributing factor.



ACN: 1762974

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Pitot/Static Ice System

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Lead Technician

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1762974

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Equipment / Tooling

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

I want to take the opportunity to express my concerns regarding pitot tubes covers and inspection requirements and that is...here at ZZZ we have airplanes that sit on ground for

more than XX hours and therefore need pitot inspections before departure as the GPM XX.XX.X states and are accomplished...our concerns rely on the fact that these same airplanes are not scheduled to depart until most of times well beyond a substantial period of time on ground and as mechanics we feel that signing the pitot inspections well before hours (i.e., 4 hours, 6 hours, 8 hours, etc.) before departure is a safety concern because these same aircrafts are sitting on remote pads of the airport without pitot covers since ZZZ has no covers available or NOT enough!! We cannot have, for safety reasons, mechanics signing pitot inspections when airplanes are not scheduled to depart for another 5 or 6 hours until departure time...what guarantees that bugs or other forms of FOD is not gonna get inside those tubes after having signed for the inspections in the AML Logbook?? We have brought this issue with ZZZ management but they tend to believe that because the GPM XX.XX.X states "Before Departure," this 2 word sentence to them means: "ANY time the Aircraft is linked in [the system]"...which we STRONGLY DISAGREE...since again departure times are well beyond the 6-8 hours before departure. We as maintenance Mechanics would be in jeopardy of putting our licenses on the line if something was to happen with pitot systems after signing for the inspection and still have aircrafts sitting on ground for another 6-8 hours uncovered. We strongly recommend the GPM XX.XX.X be revised with specifics regarding Pitot Inspections and sign offs. I want to thank the many individuals in your department for keeping us informed with updated info on issues that pertain to aircraft maintenance. We hope that this particular issue gets resolved for the sake of everyone in maintenance and our flying public.

These events are recurrent.

GPM needs to be specific about their definition of "Prior to departure." We strongly suggest the inspection be performed with aircraft on gate prior to departure (2 hours) and notate it in AML log.

## Synopsis

Mechanic reported that after pitot inspections are accomplished prior to departure, aircraft frequently sit on the ground for hours with no pitot tube covers to protect against contaminants.

ACN: 1762964

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1762964

Human Factors : Communication Breakdown

Human Factors : Other / Unknown

Human Factors : Workload

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Family flying together not complying after being asked many times to wear their mask when not eating or drinking beverage. Traveling with group of 9 passengers.

Passengers not complying with wearing their masks after being asked to many times.

## Synopsis

Flight Attendant reported a family, part of a traveling group, were not compliant with face mask policy.

ACN: 1762961

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1762961

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Immediately after service - guest in XX6, came to the back galley to ask for water and snacks, but was not wearing his face covering. He came very close to me and my jumpseat, and I quickly asked if he wouldn't mind taking a step back, and thanks. I asked him also to please wear his face/nose covering. He replied that he did not have one. I began to feel very uncomfortable as he was having trouble keeping his distance while also not having a face covering on. I told him if you can go get your face covering at your seat,

we'd all really appreciate it and I'll get your waters and snacks ready in the meantime. He said again he did not have one. I told him that we will provide one for you no problem. So I had Flight Attendant (FA) A go and grab one for him and he slowly and reluctantly put it on. He started saying that it doesn't make sense that he was allowed to board without one. I specifically recalled him wearing one before and during taxiing out.

He stood in the back galley and was now complying with wearing the mask and I gave him some waters and snacks. He asked for my name and badge number to file a complaint. I told him that this isn't anything personal or something to argue about, it's just our company's policy to wear a face covering and it's something that not only makes me feel comfortable but all the people around you. I also gave him my first name and the flight number. He started to tell me in an argumentative way that it is how I said for him to put his face mask on that was rude especially with asking him to take a step back when he wasn't wearing one at all. I told him that I had nicely asked him and now you're wearing one that we provided, thanks. He explained further that he thinks that I'm "one of those people on the left." I simply explained to him that I don't want to argue about this as this is simply just a policy that everyone on board must comply with, that's it! He tried to keep arguing with me and I replied that I'm not here to argue about this, or what I was asking you to do, I'm just grateful that you're now wearing your mask, so thank you. He kept insisting that the crew today is terrible and that he wants to file a complaint. He also kept mentioning that he wasn't wearing one during boarding. Something felt a little off about him, I kept insisting that this is our policy and that we appreciate his compliance. No warning was necessary because the guest complied with wearing the mask from the point when I provided one.

The guest claimed he was not wearing a face mask when boarding, even though I recall seeing him wear one. The guest maybe should have an extra reminder the next time he flies regarding the policy. I'm not sure that any action on this is necessary, as he complied.

## Synopsis

Flight Attendant reported a passenger was argumentative about wearing a face mask during the flight and also would not adhere to social distancing.

ACN: 1762960

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1762960

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

No one waits to keep their masks on until we pass their row. Every single passenger drops their mask as soon as they get their beverages...sometimes even before they received their order they've dropped their mask.

## Synopsis

Flight Attendant reported most passengers drop their face mask before they are offered the beverage service.



ACN: 1762958

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1762958

Human Factors : Communication Breakdown

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1763135

Human Factors : Workload

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### Narrative: 1

We were boarding the flight, I was the B Flight Attendant (FA). I went to first class to talk to the A FA and she was talking to the passenger in X6. She asked the man how old his child was, he said 2 years and X months old. FA A informed him the child is required to wear a mask. The man then said the child was under 2. The issue now was the child under 2 was seated in [his own seat]. (The father had purchased a seat for the child), I recommended that we just move the father and child to the row behind them. The couple seated in Y 1 and 3 were the grandparents so the father and child switched seats with them.

I returned to the aft of the aircraft. I was later informed by FA A that the agents told her the child was over 2 years old. Throughout the flight I was in the first class cabin and the child never had a mask on. ALSO!! When I was doing my demo the grandmother who was seated in X6 did not have her nose covered. I asked her very kindly to cover her nose and she rolled her eyes and gave a big huff but did cover her nose. I was called to guard the flight deck door and she once again did not have her nose covered. I explained that she needed to cover her nose, once again she objected but complied. Only the First Officer (FO) used the lavatory and in that short time I had to ask her at least 4 times to cover her nose. She was so rude and resistant. I finally told her that I wouldn't stand guard if she didn't keep her mask on. The FO came out of the lavatory, I explained to the FO what was going on, the woman saw me talking to the FO and put her mask over her nose. FA A finally gave the father a warning. Other than the mom and Grandpa this family was seldom, the 2 year old Child never did wear a mask, in compliance with our Mask policy. The child was 2 years that is why the father purchased a seat. Both parents lied about the age of the child when they found out the child was required to wear a mask. Which then required us to move the child from X4.

### Narrative: 2

There's a family of four adults (parents and grandparents), a 2 year old and a baby. The 2 year old did not have his face mask on during boarding. I asked the father how old the child was. He said two and two months, I said that he had to have a mask on since he [was] over two.

At that time the father said that his son was under two years old. The father grabbed his son and put him on his lap. His son was wiggling and fussing on his lap and finally he fell on the floor and screamed because of pain. He calmed down quickly, and still was sitting on dad's lap. (Later, during the flight the parents found a bleeding scratch on their son's back head and asked for First Aid antiseptic wipes.)

The son looked like he was over 2 years old. I asked the father what was the exact age of his son. He said that [he was] under Two. I had to call CSA and asked her to find out the exact age of the child. She found out that the child was over two years old. At that time I told the father that his son was not an infant, and he had to take his own seat and wear his face mask. The whole family were not happy with that, all the family members claimed

the child was under two years old. Mother worried that they had purchased a seat for him and her son had to be on dad's lap. The father attempted to put a face mask on his son and he said that he would do his best to keep a face mask on during the flight. The family swapped seats.

CSA came on board and asked if I wanted to remove the child from the flight. The father confirmed he would take all possible attempts to keep a face mask on his son. My decision was to keep the family on board.

After 10,000 feet when I was taking the orders I saw that the boy did not have a mask on. I started talking to the father and he became not cooperative and talked to me in a rude manner. He said that his son was drinking water. I reminded him that the mask must be on when not actively eating or drinking. The father responded to me that I had to stay away from them, keep social distance (I did!), do not ask them any questions and do not offer them anything. At that time he actually was trying to make his son drink the water from the bottle in front of me.

During the flight I was monitoring the child's compliance. He was watching his iPad and was not wearing a mask. I gave a warning to the father.

During the rest of the flight the boy was not compliant. Parents put a bag of crackers in front of him to pretend he was actively eating.

During the flight, with no mask on, they went to the lavatory in the aft (the forward lavatory was not operable). When they were coming back from the lavatory through the main cabin I was picking up trash and showed the father with my hands that mask must be on the child. The father ignored my request and just told me not to touch them.

I talked to the Captain, explained the situation with the family who were not compliant and tried to hide the age of their child, and asked for a CSA to meet the flight in ZZZ.

During demo and at cruising FA B had to ask grandmother to cover her nose many times.

The grandmother was rolling her eyes when asked to cover her nose before we could let the pilots take a break.

CSA met the flight in ZZZ and I reported the fact of hiding the child's age and the compliance issue to her.

## Synopsis

Flight Attendant crew reported a family did not comply with face mask policy.

ACN: 1762954

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Service

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1762954

Human Factors : Troubleshooting

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

[The company] needs to find a better spray for disinfecting that is not nauseous. Or aerosol. Maybe they use too much of it causing irritation. We opened L2 and R2 without pilot approval for our safety.

Stop using this spray or use sparingly.

## Synopsis

Flight Attendant reported the disinfecting spray is making individuals nauseous.

ACN: 1762952

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1762952

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

First ten rows had their masks below their noses. Had to make additional announcements.

Stopped counting how many people dropped their masks to order.

## Synopsis

Flight Attendant reported that many passengers were not wearing face masks properly.

ACN: 1762948

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1762948

Human Factors : Situational Awareness

Human Factors : Troubleshooting

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Stop or significantly reduce use of this sort [of spray] for cleaning aircraft. It is irritating to my eyes and nasal passages. I cannot imagine what [cleaners are] feeling using [it] all day.

Stop using this spray for disinfecting it is toxic to people.

## Synopsis

Flight Attendant reported the disinfecting spray used for sanitizing aircraft is irritating to eyes and nasal passages.

ACN: 1762945

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1762945

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger X in XX4 was non-compliant wearing his mask and following COVID-19 company/CDC mask policies. During boarding for the Passenger X was the last passenger to board. He came on with a mask in his hand. I was the A Flight Attendant (FA) and informed him of the mask requirement. I told him, "The mask must be on for boarding and



remain on the entire flight covering your nose and mouth." He put his paper mask on and asked where his seat was since he couldn't remember. I looked up his seat number and it was XX4. After he sat down he took his mask off again according to the aft flight attendants. FA1 and FA2 both instructed him to put his mask on covering his nose and mouth. He complied when asked, but then removed it again during walk through before takeoff. FA1 came forward and told me about taking his mask off again. He said he lost his mask so she brought him a new one from our kit and he put it on. After takeoff during service he again had his mask off. The aft flight attendants again told him he must cover his nose and mouth.

After discussing his non-compliance repeatedly with the COVID-19 mask policy we decided the next time he had it off we would issue a final warning. About an hour before landing in ZZZ a couple [of] passengers came forward to complain about a man not wearing his mask at all. I went back to talk to him and it was Passenger X in XX4 again. He was making those around him uncomfortable and they said he would take the mask off as soon as the flight attendants would walk away. I issued him a warning and explained to him that this was his final warning about not wearing his mask. He said he lost his mask again. I went and got him a new mask out of the flight attendant kit and explained again that it must cover his nose and mouth. I instructed him to read the policy and that if he violated the mask policy again he would be reported and banned from flying on our airline. He put on his new mask and acknowledged that he understood. During final descent as I was sitting in my jumpseat and Passenger X leaned in the aisle and removed his mask. During taxi to the gate he stood up and started walking. I got on the PA and said "Please, remain in your seat with seatbelts fastened with masks covering nose and mouth." He sat down but did not put his mask on. Passengers around him were shaking their heads.

We didn't call to the gate for him to be met because we were almost there. When we reached the gate I informed the Customer Service Agent (CSA) about the situation. The CSA asked if we wanted the police, but we decided that since we were ready to deplane it wouldn't help. The Captain pointed Passenger X out as he was deplaning with no mask. He said that Passenger X was the same passenger that was an issue on his previous flight for not wearing a mask. As Passenger X passed me during deplaning I explained that since he was not compliant to COVID-19 policies and our mask mandate he was getting reported as I warned he would during the flight. He just laughed and kept walking. He violated our COVID-19 mask policies repeatedly even with several warnings.

## Synopsis

Flight Attendant reported a passenger refused to adhere to face mask policy.

ACN: 1762934

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1762934  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Workload  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During boarding, Flight Attendant X noticed passenger in XX4 not wearing her mask fully. He kindly informed her that her mask must completely cover her nose and mouth. She said it wasn't comfortable, that it kept slipping off her nose.

Flight Attendant X kindly offered her a new, more secure mask. She refused. Flight Attendant asked for a third time to cover her nose and mouth with either covering.

She told him that she was fine, and to leave her alone. Flight Attendant X told me about the situation. I told the Captain. He, as most Captains agree: If someone doesn't listen to these rules, they probably won't observe other rules.

The gate agent spoke to the passenger twice. Then a Customer Service Supervisor met the aircraft to escort her off the plane. The passenger then proceeded to try to speak to the Captain whilst passing through to the jet bridge. The Captain continued to support us, stating that she disrespected the crew.

As she was trying to reason with our Captain, it was past departure time.

The Customer Service Supervisor asked her 3 times to leave the plane. He reminded her that he asked her three times to deplane. She finally did, without further incident, but she caused a delay.

## Synopsis

Flight Attendant reported a passenger was removed from the flight due to refusing to adhere to face mask policy.

ACN: 1762933

## Time / Day

Date : 202009

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
ASRS Report Number.Accession Number : 1762933

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Pilots [are] not wearing masks when flight attendants are in the flight deck. Captain leaves [the] flight deck without mask on.

## Synopsis

Flight Attendant reported that when flight attendants are in the flight deck, pilots do not wear face masks.

ACN: 1762852

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 8133  
Experience.Flight Crew.Last 90 Days : 165  
Experience.Flight Crew.Type : 5465  
ASRS Report Number.Accession Number : 1762852  
Human Factors : Troubleshooting  
Human Factors : Workload  
Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Arrived at aircraft on Gate X to find both center tank pumps in the ON position (GND PWR connected and fuel in the center tank) while the four main tank fuel pump switches were all positioned OFF. Called ZZZ on radio to attempt to ascertain who did this...aircraft

supposedly came out of hangar, but not sure who moved it. The rest of the switches on the overhead were in a combination of terminating checklist positions and not.

The hydraulic A quantity value was also 106% requiring a logbook entry and fix before departure. Is COVID to blame for all of this?

## Synopsis

Air Carrier Captain reported the aircraft arrived from the maintenance hangar with switches and fueling in nonstandard conditions.

ACN: 1762829

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Supervisor / CIC

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Supervisory : 2

ASRS Report Number.Accession Number : 1762829

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.ATC Issue : All Types

Detector.Person : Air Traffic Control

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

There have been 2 incidents in the last week with Maintenance and personnel that affect the security and safety of the Tower and how we are able to do our job.

Most critically, at time/date, the ASOS [Automated Surface Observing System] Display Screen (OID) [Operator Interface Device] alarmed and went blank. The ASOS OID is how the Tower gets real time weather information, SPECI's and METARs as well as how we coordinate/disseminate Tower Visibility when needed. It is how we are notified if the

weather goes below VFR minima (or returns to VFR) and of course how we know to update or change the ATIS due to changes in the weather. The ASOS OID alerts us to the changes that require notification. So it is a critical part of doing our job and part of the safe use of the NAS.

Due to reduced staffing/COVID Crew Schedule, I had recently taken all positions to give my crew partner a break (after working approximately 1.5 hrs). So I was working GC/LC and CIC/OS which increased the complexity, while the traffic was still light. I spent some time trying to reset the equipment (ASOS computer/OID) then turned it off and on and tried to reset again with no results. Then I called the Contract Weather Observer's (CWO) Office to see if their OID was affected by this or working properly and to ask them to notify the Tower of any changes to the weather (fax the METAR and SPECI's) - there was no answer. In between working the radios, I called SOC [Service Operations Center] to let them know the ASOS OID was out and to ask if they could contact the Maintenance, since it was not FAA equipment (just looking for some help since unable to get a hold of CWO). SOC said they would check and get back to me. Tried CWO office again, no answer. SOC called and stated that the coordination point for ASOS outages was FSS, also advised that the dial up to the ASOS was also not working (so at least I could conclude it likely wasn't just my display). I knew this was wrong - FSS does not handle notification for the ASOS being OTS, but I made the call to FSS anyway since SOC was so insistent. They were also confused by this.

I tried CWO office again and finally got an answer from name, the primary CWO. I told him that our ASOS OID was blank and would not reset and asked if his was also out. He said of course it is out, Maintenance is working on the ASOS. I then said, ok you will need to fax us the METAR and any Specials. He said, I always do when maintenance works on the equipment. I said I understand but we did not know that they were working on the equipment, it just went dead and I had no idea. His response was, well there had not been any changes to the weather, if the weather had changed then I would have called you! This made me very upset, because he had no clear understanding of how important the equipment was and I had to spend a lot of time and attention troubleshooting something that I should have already been notified about! I said to the CWO, that their communication was not good with this, all they had to do was call the Tower (they have the number and call us regularly if issues arise) and let us know that the equipment was being taken out for maintenance. He then started arguing about that saying he didn't need to do that, we just needed to call him to ask. Which by the way I did, but he did not answer his phone! I had to go to talk on the radio, then came back and told him I would notify as needed. I called FSS and asked them to issue a NOTAM.

Then it turns out that the CWO had to call every hour at about 53 [past the hour] and get the current wind and altimeter from the Tower (also he did not correctly convert the magnetic wind readings we gave him to true wind for the METAR). He did also give us the hourly METAR in this phone call.

Also earlier in the week the ASOS Maintenance person from the NWS [National Weather Service], just showed up at the secure door to the tower with no coordination or notification, asking the Tower to buzz him in because he had to work on the ASOS now. He had gotten an access key to the bottom secure door and the tech ops equipment room, from tech ops that morning. Tech ops had not notified us of this at all and the NWS Maintenance person had not let anyone know (including tech ops) that he would need to go into the tower cab to do some of his maintenance work. He just surprised the Tower personnel by turning up at a secure door in our stairwell asking to be let in. The CIC did the correct thing and said no, I need approval and then coordinated with the ATM. the



NWS/ASOS Maintenance specialist was put out that he was expected to check in at the Tower offices and get approval to work in the Tower cab, even though that was told to NWS personnel previously. He was badged and escorted by FAA personnel.

While the ASOS is clearly the NWS's equipment, that does not mean they have no responsibility to notify the FAA so that pertinent personnel can be notified and a NOTAM can be issued. There are safety reasons we have this equipment and use this equipment and there have to be standards that all contractors are made to comply with so that we can continue to serve the users safely. The CWO is not interested or willing to work professionally with the Tower. If the contractor doing the weather is unwilling or unable to recognize the safety critical aspects of his job and comply with critical notifications and coordinations, then maybe the best answer is for the Tower to become certified weather observers and take the weather during the hours the Tower is operational. That is the way it was done for years and it worked very smoothly and safely. Meanwhile under the current CWO, there needs to be an LOA with the CWO/NWS that outlines required notifications and processes for handling outages (not sure that calling us every hour at a specific time to read us the METAR is the most efficient thing - I would suggest faxing it to us is less distracting) as well as dissemination of Tower Visibility, and notification of corrections to METARs (the ASOS OID will alert if a SPECI or METAR is issued but does NOT alert if an observation is corrected - so we have no way to know).

## Synopsis

Tower Front Line Manager reported problems with the ASOS failure and notification from the Contract Weather Observer.

ACN: 1762776

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1762776

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Upon arrival in ZZZ on Flight AB, fleet wanted to immediately board the aircraft without regard to social distancing. I at 1st asked them to wait and then motioned them on once there was an appropriate gap that allowed proper social distancing. Fleet wrote this up as they want to board immediately. My Supervisor sent me information advising that they need to get on immediately. This does not address the safety of our employees and guests by maintaining appropriate social distancing.

## Synopsis

Flight Attendant reported boarding and deplaning issues related to social distancing concerns.

ACN: 1762740

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 37000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Heavy Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Component

Aircraft Component : Altitude Hold/Capture

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1762740

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1762742  
Human Factors : Human-Machine Interface  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While enroute from ZZZ to ZZZ1 and approximately 10 nm west of ZZZ2, ZZZ Center called to confirm that we were level at our assigned altitude of FL370. The autopilot and profile were engaged, but we were climbing through FL375. We disengaged the autopilot, descended back down to FL370, and reengaged the autopilot and profile. I think we reached ~ 750 high before descending.

I did not notice the aircraft start a climb.

Do not become complacent in level cruise with the autopilot engaged.

## Narrative: 2

In cruise at FL370, approximately 10 NM west of ZZZ2, approaching ZZZ2, I had been cleaning the glass of all the displays, including the altitude window on the FCP. ZZZ Center asked us to "confirm FL370," which prompted me to look at the altimeter and I discovered we were in a climb passing 37,500 feet. I disconnected the autopilot and forced the plane back down to FL370, reconnected the auto pilot, re-initiated our altitude in the FMS, and reported FL370 to ZZZ Center. Center said nothing to us again until they commanded a frequency change.

In the act of cleaning the altitude window I must have rotated the altitude select dial to a higher altitude, and the airplane being in profile did what I told it to do, which was climb.

Don't mess around on the FCP without monitoring the airplane flight path.

## Synopsis

Air carrier flight crew reported that while cleaning the cockpit displays, the altitude selector was inadvertently changed resulting in an altitude deviation.

ACN: 1762700

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Ground Personnel : Vehicle Driver

ASRS Report Number.Accession Number : 1762700

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Due to the lack of equipment for out of service equipment (tractors) and the remote parking of supertugs, crews getting from the terminal to the other side of taxi lane [X] to man equipment is proving difficult. As well as the remote parking finding equipment and doing multiple user checks is proving a challenge causing both Dispatch and the Supervisor to ask for multiple updates on status causing an unnecessary sense of urgency. This is even after a move team employee reports looking for equipment/user check/ etc., and you will advise ready or enroute.

This combined with COVID restrictions in place is causing crews to use equipment previously driven by the others. Not only are we having to perform a 2nd, 3rd and sometimes a fourth user check we are also being forced to sanitize the equipment again due to possible cross contamination.

While obtaining a vehicle for transit back to the terminal I checked the user log. The piece of equipment I used to transit had no user check performed for several days. I have witnessed it used on multiple occasions to support moves.

## Synopsis

Ground employee reported that it is difficult to get from one area to another because of out of service equipment and the equipment that is usable is not cleaned correctly.

ACN: 1762642

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 600

## Environment

Weather Elements / Visibility.Visibility : 10

Weather Elements / Visibility.Other

Ceiling.Single Value : 10000

RVR.Single Value : 12000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Takeoff / Launch

Airspace.Class C : ZZZ

## Component : 1

Aircraft Component : Autoflight System

Aircraft Reference : X

Problem : Failed

## Component : 2

Aircraft Component : Communication Systems

Aircraft Reference : X

Problem : Failed

## Component : 3

Aircraft Component : Transponder

Aircraft Reference : X

Problem : Failed

## Component : 4

Aircraft Component : Flight Dynamics Navigation and Safety

Aircraft Reference : X

Problem : Failed

## Person



Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Personal  
Function.Air Traffic Control : Other / Unknown  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Single Pilot  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Private  
Experience.Flight Crew.Total : 600  
Experience.Flight Crew.Last 90 Days : 20  
Experience.Flight Crew.Type : 120  
ASRS Report Number.Accession Number : 1762642  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Troubleshooting  
Human Factors : Workload  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Miss Distance.Vertical : 500  
When Detected : In-flight  
Result.General : Maintenance Action  
Result.Flight Crew : Took Evasive Action  
Result.Flight Crew : Landed As Precaution  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

I departed ZZZ in VMC and climbed runway heading to approximately 600 feet AGL and turned to heading 213 and then activated my autopilot to maintain that heading and climb to 2,000 feet and level per my IFR clearance. Shortly afterward I instantly lost my MFD [Multi-Function Display], #2 Radio, Autopilot and Transponder and could not receive and believed I could not broadcast on my remaining number one radio. Transponder was gone. I was concerned for the safety of the flight and in my mind declared an emergency. I wanted to remain in power of gliding distance from the airport if at all possible. I did a very thorough scan for traffic and turned for the closest downwind leg for Runway XY that I had just departed. I had to cross the approach path for Runway Y to accomplish this...about 10 seconds after turning downwind I spotted a jet descending for Runway Y. I chose to climb abruptly for 3 reasons.

1. To slow myself down.

2. To make myself more visible.
3. To create much needed separation between the two aircraft.

After I felt I had created sufficient vertical separation I slowed the plane down and configured the aircraft for landing Runway XY, ZZZ. On short final I spotted a solid green from the Tower and went ahead and landed safely.

Subsequently from speaking to the pilot of the jet I learned he was instructed to go-around and my crossing Runway Y's approach corridor in front of him impeded his ability to do so.

I contacted a Tower Controller, to debrief the incident and he informed me that I should have circled on the downwind leg of Runway XY and looked for a solid green before approaching for landing.

The runway was a ghost town at the time because of COVID and I had waited for nearly 15 minutes for takeoff with only one other airplane departing during that time frame.

In hind sight - I had a working hand held radio on board and a perfectly running airplane but I was worried that whatever electrical problems I was having might kill my engine, so I took the most expedient course to get my airplane on the ground safely. I had my eyes peeled for other traffic the entire time. Other than the few moment I spent trying to trouble shoot.

## Synopsis

GA pilot reported losing multiple systems and equipment during departure and opting for an immediate return to the departure airport.

ACN: 1762607

## Time / Day

Date : 202009

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1762607

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

The Captain of the plane didn't wear a mask in the cabin. He walked to the back of the plane prior to boarding without a mask. As boarding began I witnessed him greet passengers while standing in the galley next to the A Flight Attendant without a mask. We need someone to have a serious talk with the pilots about keeping us all safe and wear masks.

## Synopsis

Flight Attendant reported a Captain did not comply with face mask policy.

ACN: 1762602

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1762602

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger boarded with mask not covering nose. A FA asked her to put it over her nose and she wouldn't comply. I approached her and reminded her that the mask is now required even though she claimed a medical exemption. I also reminded her that she agreed to our mask policy when she checked in. It had been under her chin and she moved it up over her mouth but left nose exposed. She then claimed our policy was over the top and I let her know that all major airlines had the same policy. Operations agent was informed of all of this but the woman was now wearing the mask properly, so she was allowed to stay. During the flight the woman was observed many times with the mask under her nose. The decision was made to have a Supervisor meet the flight in ZZZ. The Captain was notified, but failed to call for a Supervisor. This passenger's behavior was also intimidating towards crew members and refused to adhere to safety requirements.

## Synopsis

Flight Attendant reported a passenger was non-compliant with face mask policy.

ACN: 1762536

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1762536

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

In flight between ZZZZ-ZZZZ1, we received an ACARS message from Duty Pilot stating that there was going to be an issue with my duty time compliance. I called scheduling and Duty Pilot. He explained that the X foreign government had moved our departure slot time out of ZZZZ1 later by 90 minutes, and this would not allow me to return to ZZZZ to start my scheduled duty time compliance in time to be legal. Duty Pilot, advised me that the Operations was involved and in contact with the FAA and all were working on a solution. After about an hour I received a call back. They looked at moving the airplane to ZZZZ2 or deplaning the crew to go into rest. Both of these requests were denied by the foreign country. I was advised by Duty Pilot, that we as a crew did nothing wrong and were legal to operate ZZZZ-ZZZZ1 at the time of departure. He said my only option was to continue the flight back to ZZZZ and file a report. The return leg was uneventful and I entered my rest period less than 1 hour later than what was legal.

In doing a 7 day look back, crew scheduling had ample opportunity to better schedule my previous duty time compliance, so that a 90 minute delay would not have caused this issue. In our defense, we were not able to convince the foreign government to file a flight plan to ZZZZ2 and due to the COVID-19 pandemic, the crew was not allowed to get off the aircraft in ZZZZ1.

## Synopsis

Air carrier First Officer reported an issue relating to duty time compliance.



ACN: 1762502

## Time / Day

Date : 202009

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR

## Person

Reference : 1  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Dispatch : Dispatcher  
Qualification.Dispatch : Dispatcher  
ASRS Report Number.Accession Number : 1762502  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Dispatch  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : ATC Equipment / Nav Facility / Buildings

## Narrative: 1

After signing-in, I completed my self-brief. From the verbal briefings I received from the outgoing dispatchers, I remembered hearing that ZZZ Center would be ATC Zero for COVID cleaning. During my self-brief I saw ATC messages, and information in the written brief regarding the ATC Zero status for ZZZ Center. Because I knew my red-eye Flight ABCD, would not be affected by the ZZZ Center closure, I skimmed the messages, information in the briefing regarding the closure, and reroutes page, and did not notice that ZZZ1 Center was also going to be closed for a COVID cleaning tonight. I planned the flight on a normal routing which traversed ZZZ1 Center. Approximately 30 minutes before departure, I realized that I had missed the fact that ZZZ1 Center was also going to be closed for COVID cleaning during the time in which my flight would traverse it. I asked the crew if they received their clearance yet. They did. I asked the Captain to call me so we could talk over the details of fuel/route. I called ATC to cancel the current filing, as well as called ZZZ airport station to send out the fueller to add more fuel to the aircraft. I computed a new route in SABRE that would avoid ZZZ1 Center, and re-released/refiled the

flight to avoid ZZZ1 Center. I asked the crew to confirm the new routing with ATC. When ATC re-issued the clearance, they changed the departure routing. After confirming the new ATC route with the crew, I re-released the flight again. The flight departed 6 minutes late.

Expectation bias was a factor in me missing the ZZZ1 Center closure when originally planning the flight. Because I had remembered hearing about the ZZZ Center closure during turnover, I expected the messages and briefing information relating to ATC COVID cleaning to only contain information regarding the ZZZ Center closure. As I skimmed the messages, I expected ZZZ1 Center to read [as] ZZZ Center in the messages regarding the closures, and disregarded the messages too quickly, because I knew the ZZZ Center closure didn't affect my flight. Because I disregarded the messages, expecting it not to apply to my flight, I missed the fact that ZZZ1 Center was also impacted by the COVID cleanings, and that my flight would be need to be routed around ZZZ1 Center.

## Synopsis

Dispatcher reported not properly planning for a Center to be ATC Zero for COVID cleaning.

ACN: 1762499

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 5013

Experience.Flight Crew.Last 90 Days : 114

Experience.Flight Crew.Type : 3898

ASRS Report Number.Accession Number : 1762499

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Taxi

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Returned To Gate

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Cockpit notified during pushback of a passenger who was verbally abusive to one of the flight attendants along with refusing to wear her mask. Passenger was loud and abusive and appeared to be heavily intoxicated. Captain elected to have the aircraft towed to the gate. Passenger service along with a Supervisor met the aircraft. Offending passenger was deplaned along with her traveling companion without incident. Airport police were not requested. Flight departed for ZZZ 20 minutes later uneventfully.

## Synopsis

Air carrier Captain reported that after pushback the aircraft was towed back to the gate to remove a passenger who was verbally abusive and refused to wear a face mask.

ACN: 1762482

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : FMS/FMC

Aircraft Reference : X

Problem : Improperly Operated

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 5410

Experience.Flight Crew.Last 90 Days : 196

Experience.Flight Crew.Type : 2123

ASRS Report Number.Accession Number : 1762482

Human Factors : Workload

Human Factors : Time Pressure

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During our cockpit set up prior to the flight, I noticed at least 11 different--but seemingly related--aircraft maintenance status messages on the aircraft Status page, which is sometimes encountered as the aircraft "boots up" after power-up. The aircraft had very recently arrived at the gate. As a crew, we were made aware that the aircraft was late inbound and that we had [to] be subsequently scheduled to depart 15 minutes later than scheduled. We had typical distractions prior to departure, which affected and interrupted our cockpit setup, such as COVID-19 wipe-down of aircraft cockpit, Flight Attendant interaction, passenger interaction and routine preflight discussions regarding possible departure runways and configurations. I also needed to leave the cockpit to conduct a walk-around inspection. After reentering the cockpit, other distractions like a very lengthy Dangerous Goods manifest and maintenance release verification took place. Finally, we briefed our departure and pushed back approximately 11 minutes later than scheduled. It was only after we departed and were climbing through approximately 27,000 feet that we discovered all 11 maintenance status messages still were present on the Status page. We quickly contacted Dispatch and Maintenance Control to disclose our issues. The aircraft had no issues whatsoever--no warning lights, no chimes, nothing. The EICAS did not indicate the word "STATUS". But, upon selecting the Status page, those status messages were still present.

## Synopsis

Air carrier First Officer reported that the aircraft had multiple maintenance status messages before departure which were inadvertently not cleared before departure due to a series of interruptions during pre-flight.

ACN: 1762318

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 2200

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Haze / Smoke

Weather Elements / Visibility.Visibility : 10

Light : Dusk

Ceiling.Single Value : 12000

## Aircraft : 1

Reference : X

ATC / Advisory.CTAF : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Personal

Flight Phase : Final Approach

Route In Use : Direct

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.CTAF : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Airspace.Class E : ZZZ

## Aircraft : 3

Reference : Z

ATC / Advisory.CTAF : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Airspace.Class E : ZZZ

## Aircraft : 4

Reference : A

ATC / Advisory.CTAF : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1  
Airspace.Class E : ZZZ

## Aircraft : 5

Reference : B  
ATC / Advisory.CTAF : ZZZ  
Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng  
Crew Size.Number Of Crew : 2  
Flight Plan : IFR  
Flight Phase : Final Approach  
Airspace.Class E : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Personal  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Single Pilot  
Qualification.Flight Crew : Private  
Experience.Flight Crew.Total : 149  
Experience.Flight Crew.Last 90 Days : 59  
Experience.Flight Crew.Type : 47  
ASRS Report Number.Accession Number : 1762318  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Troubleshooting  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Miss Distance.Horizontal : 1000  
Miss Distance.Vertical : 800  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

ZZZ Class D Airspace has been operating on reduced hours since COVID-19 started. The airspace in the traffic pattern reverts to Class E once the Tower is closed and pilots make



announcements on the CTAF.

The traffic pattern was very busy at dusk as I was arriving back from ZZZ1. I was entering the pattern by flying over the field at 2,200 and then executing a teardrop entry into a 45 for left traffic Runway XX. There was Aircraft Y on Left Downwind for Runway XX as Aircraft Z approached directly from the east (in opposite traffic), at pattern altitude in what it described as a "wide entry" to join the 45 for left downwind. This entry was not wide as Aircraft Y reported that Aircraft Z had almost collided with it in the traffic pattern and reprimanded the pilot for his choice of pattern entry procedure. I was forced to abort my tear drop entry as Aircraft Z proceeded directly for my location. I executed a 360 degree holding turn and observed Aircraft Z pass approximately 800 feet below me. I sequenced in behind Aircraft Z and maintained visual contact. I extended my left downwind slightly for spacing when I observed Aircraft A transiting the airspace, NORDO, at 2,300 feet - this was the altitude I was previously at and the altitude which I had crossed midfield. While this aircraft didn't have to make any announcements, it is reckless to transit a busy airport, slightly above its traffic pattern, while NORDO. Immediately afterwards, while I was turning left base for Runway XX, an aircraft announced that it was entering "Right traffic" for Runway XX. While we are used to flying right traffic when the Tower is open, this is not the prescribed procedure while on CTAF and can create a very dangerous situation. Aircraft B on the RNAV XX approach was forced to go missed given the situation in the traffic pattern.

This temporary reduction in Class D services has created hazards for pilots flying in this busy airspace, as traffic has picked up again to levels that warrant full-time Class D service hours. This entire situation could have been avoided had ZZZ's Control Tower been in normal, pre-COVID, operational hours.

## Synopsis

GA pilot reported reduced Tower services at a Class D airport due to COVID-19 has resulted in an unsafe environment and described several conflicts occurring while the Tower was closed.

ACN: 1762281

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1762281

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

95% of passengers had masked removed as I came through the cabin to do trash pick up and food and beverage service. Passengers were talking and eating as I walked through cabin collecting their used trash and liquids. Several spoke to me asking for items without

their masks on.

Company safety guidelines not a priority when it comes to Flight Attendant safety. Impossible to enforce 6 foot distance and masks during food and beverage service even though numerous announcements regarding wearing mask while FA are in the aisle. Protect the front line employees during this COVID-19 pandemic. Risking employee lives over a beverage/food service contradicts safety guidelines.

## Synopsis

Flight Attendant reported the majority of passengers were not complying with face mask policy.

ACN: 1762269

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1762269

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party1 : Other

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Gate Agent / CSR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

We were told by customer service that passengers to be seated in row XX 1 and 3 would not keep masks on in the boarding area. They had lowered their masks and B FA spoke with them when doing exit row briefing. Later, I spoke with them and asked them to wear

them. The man said, "I don't agree with wearing masks." I reminded them that they agreed when checking in and that is policy. I also told them that it was necessary to protect others sitting around them. They complied, maybe because they slept much of the flight.

In addition, many people removed masks when ordering beverages and also when eating and/or drinking. Frequent requests to wear masks except when eating and drinking occurred throughout flight by all FAs. It is stressful and feels very unsafe for FAs and passengers located nearby. I believe my safety is compromised when masks are removed and we must go to passenger seat to remind them.

## Synopsis

Flight Attendant reported multiple passengers did not comply with face mask policy.

ACN: 1762256

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 140

ASRS Report Number.Accession Number : 1762256

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Security

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Taxi

Result.General : Police / Security Involved

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Returned To Gate

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was the Captain for Flight ABCD. We had a Gate Return incident due to 4 passengers that were disruptive, rude to the FA and would not comply with the ZZZ Airport Mask Policy or the airline Mask Policy. After boarding, the four passengers, seated in seats XX1/2 and XY1/2, intermittently refused to wear their face masks, that is, they would play games and pull their masks off when the FA was away, and then they would put the masks on when the FA would return near them. I was advised of this, and I noted it. I had already made my "welcome aboard" speech, in person as always, in the main cabin, to the passengers and had thanked everyone for "complying with the Mask Policy," so everyone knew the expected "standard" of behavior and compliance. After we pushed back from gate X, and were halfway to the taxi spot, when I received a call from the FA. She told me the 4 passengers were once again "playing games" and claiming they did not intend to wear their masks. I made a PA announcement stating that if the passengers did not comply and wear the face masks we would be obligated to return to the gate and deplane the offending passengers. After my PA announcement, the rear FA told me the 4 offending passengers had stated they "would comply."

We continued to taxi to Runway XXR, but just short of XXR/L, I was called again by the FA indicating the 4 passengers were not wearing their masks and were harassing her and being rude to her, calling her names, and asking why was she [was] bothering them over a simple "mask issue." I stopped the plane, had the FO call Ground and OPS in ZZZ to coordinate a Gate Return, and we were given taxi instructions to return to gate X. I also asked the Ground and OPS personnel to call the ZZZ Airport Police and have the Police and a customer service team meet my plane at gate X. After taxiing back to gate X and shutting down the engines and completing the checklists, I asked the passengers to remain in their seats while we waited on the customer service and Police team to arrive. The senior customer service manager asked me and the FAs if the situation could be "de-escalated or downgraded," and I told him this was a flight safety issue, and with the show of regulatory non-compliance, plus the verbal harassment and abuse of my aft cabin FA, I did not want those 4 passengers to remain aboard or continue on the flight, as they were probably going to continue their abuse of the FA as well as their non-compliant attitude.

I asked for the 4 passengers to be escorted off the flight, and once they were removed from the cabin, the whole remaining passenger load broke into applause for me and the crew. I apologized that we would have a delay on the flight, as we now needed to get fuel and a new release. All this was coordinated with Operations and Ramp Tower. Once we were fueled up and re-released, we proceeded to execute our assigned flight to ZZZ1 without any further incident, and in a safe manner. The FA that had been harassed and verbally abused was visibly shaken by the incident. After arriving at the ZZZ1 airport and shutting down at the gate, the passengers once again broke into applause for our crew, and as I said "good night" to them at the front of the cabin during the passenger deplanement, many of them once again thanked the crew, and me personally as the Captain, for showing such leadership and desire to protect their health and safety. Unfortunately, our arrival into ZZZ1 had been delayed about 2 hours, due to the return to gate and getting refueled for the second flight, but not one passenger complained about being late, rather they expressed thanks at our concern for their safety.

Cause: Because the four passengers seated in seats XX1/2 and XY1/2 did not want to comply with the Mask Policy and refused to wear their face masks properly, in addition to being verbally abusive and offensive to our aft Flight Attendant.

I firmly believe that we need to emphasize to our pilots, and especially our Captains, that they "are in charge" and we expect them to make the tough decisions, even if it's inconvenient or will cut into your hotel rest time. Our passengers expect no less, and our

FAs deserve no less. Flying is not about just "operating the plane" it also implies using your common sense and judgment and maturity to deal with incidents and situations that need to be dealt with, harshly at times, to prevent or avoid an unsafe situation later. I have been a pilot for over XX years, XY of those years as a Captain, and sometimes I wonder if we are still teaching our younger crews not just how to fly the nice TV screens, but how to make decisions. The FA related several prior events where young captains were not completely sure of what to do with passenger misbehavior, or if their potential action might "upset the customer." I humbly suggest that keeping the Captain firmly in charge, trained to expand his/her team by reaching outside his circle as necessary, and empowered to take whatever decisions are necessary to have a safe flight is highly important, even in this new world of highly advanced automation.

## Synopsis

Air carrier Captain reported returning to the gate to remove four passengers who were disruptive and refusing to comply with face mask policy.



ACN: 1762254

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 5000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 100

ASRS Report Number.Accession Number : 1762254

## Events

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Aircraft

## Narrative: 1

On the ZZZ5 departure as we were climbing out ATC asked us to climb to 5,000 feet, as we were leveling off, ATC asked if we had traffic at our 1 to 2 o'clock small aircraft in sight, we replied "Yes we have it in sight." As we were leveling off at 5,000, the aircraft responded with an RA, the instructions per the RA were to reduce the rate of climb. We complied and leveled off at 5,000 feet at which point we were eventually clear of conflict. We were switched over to another frequency to continue our flight. No further action was taken as a result of the RA.

Rate of climb was higher than normal due to a light aircraft weight.

## Synopsis

Air carrier Captain reported an airborne conflict with a VFR aircraft. The Captain stated their climb rate was higher than usual due to aircraft being lighter in weight.

ACN: 1762201

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1762201

Human Factors : Physiological - Other

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Gate Agent / CSR

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Artificial fragrances being pumped out of the vents at the airport are toxic, contain phthalates, can cause respiratory irritations and are known to cause cancer as well as many other issues. Everyone in the airport has to wear a face covering, and it comes with a challenge to breathe out of a face covering while wearing it all day, every day. What is the use of a false fragrance? It's irritating to employees and can cause headaches as well. We are currently being exposed to cleaning chemicals ...we do not need any additional irritants in the air for cosmetic purposes.

## Synopsis

Customer Service Representative reported that the airport is pumping artificial fragrances that are irritating and can cause headaches.

ACN: 1762188

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Dawn

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Facility : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1762188

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Prior to starting our two day pairing we completed our briefing as a crew and as PIC I asked all crew members if they felt they were fit for duty. All crewmembers ascertained that they were. On the second day of our pairing we as a crew made sure that we were fit for duty. Unbeknownst to me at the time, our Flight Attendant was disguising and working through some illness. I later discovered (following our trip) that she informed the [other] Flight Attendant of back pain, weakness, headaches, and nausea. She did not make these conditions known to me or the First Officer and continued working throughout the two day pairing. Following our trip I personally came down with chest congestion and a cough. The day after my trip I was notified by the Flight Attendant that she tested positive for COVID-19. I asked if the FA contacted the company and told her to feel better. I was off duty, but felt obligated to inform my First Officer and other Flight Attendant. According to the FA, she saw a doctor before the trip because she was feeling ill, but she was misdiagnosed with a sinus infection. Yet, she still flew with the supposed sinus infection, which turned out to be COVID-19.

Lack of communication and transparency from the FA about her preexisting health condition led to the compromised safety of passengers and fellow flight crew.

If unfit for duty, do not show up for work and compromise the health of aircrew/passengers/partners by disregarding the safety protocols and applicable FAR's that outline crew-member responsibilities.

## Synopsis

Air carrier Captain reported becoming ill after working on a trip with a sick Flight Attendant who did not inform all crew members that she was feeling sick and then later tested positive for COVID-19.

ACN: 1762187

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 6400

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Flight Phase : Climb

Airspace.Class C : ZZZ

Airspace.Class E : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1762187

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier  
ASRS Report Number.Accession Number : 1762189

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

We were given takeoff clearance including climb to 7,000 and not including "RNAV (first fix)." I am accustomed to hearing "Cleared for takeoff RNAV (first fix)" at other airports with RNAV departures. I perceived the instruction, and verified with the other pilot, that we were given "fly runway heading." On takeoff, we flew runway heading until questioned by Departure. Departure gave us multiple instructions, including turn to a heading, stop the climb at 6,000, navigate to the first fix, resume the SID, and climb to 7,000. The 6,000 level off instruction came as we were rapidly approaching that altitude (Departure assigned expedite climb through 5,000), and we ascended through it to about 6,400 before starting the descent back to 6,000. This is when we were given 7,000. Once out of sterile flight deck, we started debriefing the event, and were given an altitude higher than our assigned. The aircraft was downgraded from RVSM per MEL, but we climbed into RVSM airspace before noticing and then promptly requested a return to our filed altitude.

We expected the takeoff clearance to contain "RNAV (first fix)." Lacking that, we perceived the takeoff clearance to contain "fly runway heading," though it may not have. That caused confusion which led to rapidly changing ATC instructions, busting the level off, which may have been unavoidable based on the late instruction and good climb performance, and further distraction of debriefing leading to a climb to an altitude above the aircraft's MELed RVSM limitation.

RNAV departure clearances should either always or never contain "RNAV (first fix)." Being used to hearing that, we perceived the lack of that instruction to mean fly runway heading.

## Narrative: 2

Arrived at assigned report time. Cabin fogging for COVID was not completed in time, we had to leave the plane and did not gain access to the flight deck until about 20 minutes to departure. Plane was short approximately 1,000 pounds, CA was busy in back, I called ops but no answer, so I had to go out to the ramp to find operations, PDC was not received so I sent a message code. While I built the flight plan, got weather. I noticed at about 15 minutes to departure we still did not have our PDC. I called clearance but had to wait,

once we contacted we received a clearance different from the release. Received and read back. We pushed on time, so I asked the CA if we could go over the route one more time before we taxied. Which we did. When we were cleared to take off on [Runway] XXR. The Tower did not give us RNAV takeoff instructions, I thought I heard runway heading. During initial climb the Tower told us to expedite climb to 5,000 feet, so I bugged 200 knots. We did the climb sequence and after TO check and were handed to departure. Departure asked were we going to turn south, we responded runway heading. She immediately told us to turn south direct ZZZZZ and climb to 6,000 feet, we were already at 5,500 feet expecting to level at 7,000 feet for the SID. We did not have time to level at 6,000 and leveled about 6,500 feet then Departure told us to climb to 7,000. ATC very busy. Additionally, we accepted an altitude in RVSM airspace, but were MEL no RVSM. We realized at the assigned altitude that we needed to be below RVSM airspace. We immediately requested our filed altitude of 27,000...we did receive any altitudes in our clearance.

We received fuel late, clearance late, cabin sanitizing late this forced me to compress many preflight steps into an inadequate time. I should have asked for more time to prepare and realized being late was less important than properly performing my preflight duties.

We need adequate time for COVID cleaning, I work very hard at being prepared, methodical and thorough in my duties as a FO. Recognizing that things are being rushed is very important and I need to do a better job of identifying those times.

## Synopsis

Air carrier flight crew reported track heading and altitude deviations during departure and cited confusing ATC instructions as a contributing factor.



ACN: 1762179

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Descent

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1762179

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1762247

Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

While descending into ZZZ on the ZZZZZZ STAR Landing North, unknown to me, the First Officer (PF) had gone to the PROG page of the FMC and typed in ZZZXXR on the UPDATE Selection line on the left side of the screen and selected it. He then called my attention for verification and I looked across and saw ZZZXXR on the right side of his FMC screen with an asterisk beside it. Although I do not normally put in the runway for a more accurate distance to the runway, it is commonly done by crew members that I work with. I am however not used to seeing an asterisk. Without knowing what typing had been done previously, I told him it was okay to select it. The FMC I believe then updated our position to ZZZXXR and all required points for the arrival were lost. I informed ZZZ Center that we had navigation degradation and requested vectors to ZZZ. We were given vectors and altitudes for the visual to Runway XXR and landed without further issues.

Cause -

- 1) It was the second leg of an a.m. out and back.
- 2) The PF had not flown as PF for quite some time and actually had picked up this trip to retain currency.
- 3) The PF made changes in the FMC without first alerting me.
- 4) I incorrectly verified that it was okay to make the selection, not knowing what entries had been made previously.
- 5) The entry of ZZZXXR should have been made on the line above where it was located with the asterisk.

Suggestions -

- 1) The PM should make all FMC entries when not in straight and level flight.
- 2) Both crew members should be aware of all FMC changes.
- 3) The runway entry is to be over top of the destination entry only.
- 4) With my being unsure about the reason for the asterisk, I should have told the PF to abandon the idea of putting in data for runway distance and leave the page.

## Narrative: 2

While descending into ZZZ on the ZZZZZ2 STAR Landing North, I went to the PROG page of the FMC and typed in ZZZXXR on the UPDATE Selection line on the left side of the screen and selected it. As soon as I selected the incorrect LSK, I asked the Captain to take a look at the FMS, however I didn't clearly explain what I'd pressed to get there. He saw ZZZXXR on the right side of his FMS screen with an asterisk beside it. We attempted to clear it, and enter ZZZXXR to place over the destination waypoint (ZZZ) at the correct LSK, however the command was not valid. I asked if I should just press the LSK (Line Select Key) with the ZZZXXR and star next to it and we agreed that should clear it. Upon activating that LSK, I believe the FMC then updated our position to ZZZXXR and all the arrival points were behind us. We got a master caution and a message on the ECAM and I disconnected the autopilot and auto-throttles and continued on heading and speed for the descent. The Captain informed ZZZ Center that we had navigation degradation and requested vectors to final for XXR. We were given vectors and altitudes for the visual to Runway XXR and landed via the visual backed up by the ILS.

Cause -

- 1) I had not flown as PF in the aircraft since June and had picked up this trip to retain currency.
- 2) I mistakenly entered the ZZZXXR waypoint under the wrong LSK.
- 3) I pressed the incorrect LSK and entered the data from the scratch-pad without confirmation from my PM and poorly communicated the nature of my error to the Captain.
- 4) We were unable to clear the entry through any means on the PROG page.
- 5) We falsely concluded that pressing the LSK with the star was our only recourse.
- 6) Noting we had begun the descent, I should have asked the PM to accomplish this task and focus on my PF duties.

Suggestions -

- 1) The PM should make all FMS inputs when not straight and level.
- 2) Both crew members should be aware of all FMS entries to include the scratch pad.
- 3) I continued to review FOM/FM/FTM during the several months on reserve while out of the cockpit and was primarily concerned with my proficiency at landing. I should have gone to the training center to brush up on my FMS proficiency in addition to knowledge review.
- 4) I should have been more aggressive about maintaining flying proficiency, and have learned of more options that will allow me to do so in the future.

## Synopsis

Air carrier flight crew reported an entry error while loading the STAR into the FMC/FMS.

ACN: 1762064

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 7800

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class C : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : VFR

Flight Phase : Climb

Airspace.Class C : ZZZ

## Person : 1

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Function.Air Traffic Control : Departure

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 3

ASRS Report Number.Accession Number : 1762064

Human Factors : Training / Qualification

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1762191  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Detector.Automation : Aircraft Other Automation  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

This was day one of resuming training for both myself as instructor, and for the trainee, since the COVID-19 schedule began. The radar positions were previously de-combined, but were combined up just before beginning training. Shortly after, traffic and complexity increased rapidly. As it was getting more difficult to complete a timely and accurate scan, Aircraft X was descending on a vector to the airport, and was on a converging course with an un-identified VFR tag at 7,500 feet indicated. Before realizing this conflict, Aircraft X reported traffic up ahead. The trainee issued traffic and a heading away, but not a traffic alert. Aircraft X then informed us he was executing a TCAS RA, at which point we issued a traffic alert and to advise when complete. He finished the RA, and continued on vectors to the airport.

Traffic throughout the airspace has increased to a point in which multiple positions should have been used, both identified, controlled traffic, as well as VFR traffic saturating the airspace. In addition to the traffic factors, the Supervisor position had just been switched over to a Controller, so the Controller in charge of the TRACON was fulfilling several duties at that time while the Supervisor was doing other duties. This led to a lack of overall awareness throughout the TRACON, with more traffic at hand than controllers and supervision present.

I recommend that supervisory personnel and controllers alike, myself included, be more vigilant of rapidly increasing traffic, and take action to de-combine positions in a more timely manner. I also suggest that it be noted to be more vigilant when it is the very first day back in a training environment, as controllers could be rusty in a training environment. It was also the first day back from X days off due to COVID-19, and these extending absences should be taken into account when managing workload for controllers. As an OJTI and Controller, I need to be more aware of these things, and be better prepared to handle any traffic presented, but this was a very difficult task to accomplish given all of the factors mentioned above, specifically workload, complexity, training, and overall saturation.

## Narrative: 2

On approach to ZZZ we were on vectors for a right downwind for Runway XXL at 10,000 feet. ATC issued us a descent clearance to 6,000 feet. The frequency was extremely saturated with aircraft and radio transmissions and it appeared as if ATC was training (there were two controllers working the frequency together). As my first officer was descending through about 9,000 feet I noticed an aircraft on our TCAS display that appeared to be climbing quickly towards us on a trajectory for our flight path. We began to shallow our descent and I queried ATC about the traffic. We received a TCAS TA "Traffic, Traffic." The Controller issued us a turn towards the east and told us to continue our descent to 6,000 feet. At this point we received a TCAS RA "Monitor Vertical Speed" and shallowed out descent to level. I told ATC about that we were responding to a TCAS RA, and they asked us to report clear of conflict and resume the descent at that point.

ZZZ TRACON was extremely saturated with traffic while we were on approach and had a layer of broken clouds at about 4,000-6,500 feet. I think this was potentially a VFR aircraft at 7,500 feet that was not talking to TRACON. TRACON seemed unaware of their position relative to our flight path.

Good thing we have TCAS...ATC was completely unaware of this aircraft and continuously asked us to continue the descent even after we queried them about the traffic. We ignored them and followed the commands of the TCAS RA and avoided the conflict.

## Synopsis

TRACON Controller and air carrier Captain reported an airborne conflict situation between the Captain's commercial aircraft and an unknown VFR aircraft.

ACN: 1761957

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Component : 1

Aircraft Component : Cockpit Window

Aircraft Reference : X

Problem : Failed

## Component : 2

Aircraft Component : Window Ice/Rain System

Aircraft Reference : X

Problem : Failed

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1761957

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Crew Rest Area

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1761961

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Diverted

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Procedure  
Primary Problem : Ambiguous

## Narrative: 1

At cruise amber alert R forward window heat. Completed checklist. The outer window pane shattered. Called Dispatch and Maintenance. Diverted to ZZZ. Picked up another aircraft and continued to ZZZZ.

Cause: window heat failure.

## Narrative: 2

I was the Relief Pilot on break when I was asked to go to the cockpit by the A FA. He had received this request from the cockpit. The right front outer windshield pane was cracked/shattered. The Captain and First Officer coordinated with Dispatch and we continued to ZZZ where we landed on Runway XXR without incident. The passengers and crew disembarked the aircraft without incident and proceeded to an adjacent gate from which the flight to destination was continued.

Possible maintenance issue as the airplane was recently in storage (parked) at I believe ZZZ1.

Ensure aircraft storage is performed at a base where inclement weather - especially heavy rain - is unlikely to occur.

## Synopsis

Air carrier flight crew reported that an outer windshield pane shattered during cruise following a window heat failure.



ACN: 1761950

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

## Environment

Weather Elements / Visibility : Turbulence

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Descent

Route In Use : Direct

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1761950

Human Factors : Training / Qualification

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Relief Pilot

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1761953

Human Factors : Situational Awareness

Human Factors : Training / Qualification

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1762107  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Weather

## Narrative: 1

Momentarily exceeded flap speed for flaps one due to turbulent air in the area.

While descending and slowing shortly after a moderate turbulence event the flaps one speed was briefly exceeded.

Give more of an airspeed buffer in turbulent weather.

## Narrative: 2

FO was flying pilot. While descending into ZZZZ and deviating around convective activity, FO checked airspeed and called for flaps 1. Shortly thereafter, speed increased into the zipper. Maybe 5 knots but no more than 10.

FO had not flown in a long time, lacked confidence and called for flaps way too early in an effort to get down and slow down.

FO needs to fly more.

## Narrative: 3

We were slowing for arrival into ZZZZ. FO called for flaps 1. I verified airspeed and selected flaps 1. Immediately after flap selection we encountered moderate turbulence with strong up and down drafts. We had a momentary overspeed of approximately 3-5 knots. Duration was less than 5 seconds.

Overspeed was caused by a strong updraft.

I don't believe this could have been prevented.

## Synopsis

Air carrier flight crew reported turbulence and a flap overspeed. One crew member reported the flying pilot had not flown for an extended period of time.

ACN: 1761850

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 500

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Final Approach

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1761850

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Human Factors : Other / Unknown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected.Other

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I continued to land after still stabilizing an unstable visual approach below 500 feet AGL.  
Causes - Complacency, poor descent planning, minimal currency (I haven't been flying much recently).

Lesson - Use multiple descent planning tools and techniques to improve vertical situational awareness and solidity feedback from other pilot on an approach.

## Synopsis

Air Carrier Captain reported an unstable approach due to poor CRM and lack of flying.

ACN: 1761842

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 11000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Flight Phase : Initial Approach

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 12

ASRS Report Number.Accession Number : 1761842

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Other / Unknown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was the First Officer and PF ZZZ1-ZZZ. This was my first flight after not flying for over two months. The majority of the flight went fine, but as we approached ZZZ, ATC left us high (11,000 feet) very close to the airport. I was about to ask for lower when ATC gave us a descent. I thought we had just enough time to successfully descend and slow down, but when we were around 4,000 feet, ATC gave us a turn that made it clear they were directing us straight to the FAF. This was not what I was expecting, and left us high and fast and greatly increased our workload. I used the flight spoilers to slow down and then forgot to stow them after slowing enough to add flaps. Our workload was still quite high at this point, so we didn't realize the flight spoilers were still deployed until the spoiler caution message at 500 feet. At this point, the Captain immediately stowed them and we continued the landing.

Because ATC left us high and then turned us directly to the FAF, our workload greatly increased. I deployed the spoilers in order to slow down, and then forgot to stow them because I was distracted by other things in the flight deck (arming the approach, making sure we intercepted the localizer and glideslope, making sure we were on speed and deployed our flaps and gear at the appropriate time, etc.). I was expecting something different from ATC and had a good plan in my head, but was thrown off when ATC gave us something I didn't expect. This was also my first leg after not flying for over 2 months, which I think could have contributed as well, because I was a bit rusty and a little bit slower than I normally am in the flight deck.

We could have easily prevented this from happening by asking ATC for a longer downwind. I was planning a longer downwind in my head and when ATC gave us a turn directly to the FAF, we should have asked to stay on downwind instead. There wasn't anyone else out there to cause traffic issues, and it would have given us extra time to slow down and descend so that we weren't rushed. In the heat of the moment, I didn't think of this (though I used to remind my students of this option all the time when I was a flight instructor!), but I should have. When we stowed the spoilers, I decreased thrust and pitched down a little bit, which kept us on speed and caused only a slight deviation from the glideslope, which I was able to correct. Because of this, we made a completely normal landing. However, a go-around would also have been a good choice here, especially if we became unstable after retracting the spoilers.

## Synopsis

Air carrier First Officer reported an unstable approach and stated this was the first flight in 2 months.

ACN: 1761831

## Time / Day

Date : 202006

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Cargo / Freight / Delivery  
Nav In Use : GPS  
Nav In Use : FMS Or FMC  
Flight Phase : Cruise  
Route In Use : Direct

## Person

Reference : 1  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Dispatch : Dispatcher  
Qualification.Dispatch : Dispatcher  
ASRS Report Number.Accession Number : 1761831  
Human Factors : Communication Breakdown  
Human Factors : Human-Machine Interface  
Human Factors : Workload  
Human Factors : Time Pressure  
Communication Breakdown.Party1 : Dispatch  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Dispatch  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

This flight was planned on a route that went through ZZZZ. In my pre-flight planning process, I checked the enroute NOTAMs by loading all the enroute FIR boundaries and then using "control-F" and searching the enroute NOTAMs for applicable airways. Today, there were no such hits when performing this NOTAM checking method. Unfortunately, there was a NOTAM for ZZZZ that had been issued just before I arrived for work:



...DUE TO COVID-19...ATS WILL NOT BE AVAILABLE. ATS CONTINGENCY PLAN (AIC A11/18) FOR ZZZZ1 FIR ACT.

The flight had been airborne for some time, but was still in ZZZZ2 airspace when the crew advised me that they were being re-routed out of ZZZZ airspace - the re-route was minimal and after considerable effort (due to non-existent or out-of-date info in AIR for ZZZZ and ZZZZ3) I was finally able to speak with ZZZZ3 ATC and obtain an expected route through their airspace, and then I was able to advise the crew of the routing.

The amount of en-route FIR boundary NOTAMs is daunting - impossible to read these for every international flight --- therefore using the "Control-F" to search for applicable airways allows the Dispatcher to quickly determine if there are any en-route implications to the flight. Of course, if there are no associated airways with a NOTAM as in the case of the situation affecting this flight, then pertinent closures can be missed. In addition, since the crews do not receive a copy of the FIR boundary NOTAMs, this scenario leaves the Dispatcher as the single point of failure.

Be smarter when it comes to FIR boundary NOTAMs. Utilize a resource like "SmartNotam" to weed through all the FIR boundary NOTAMs and then provide both the crew and the dispatcher a condensed list of applicable FIR boundary NOTAMs to read and decipher.

## Synopsis

Dispatcher reported the flight was re-routed because ATC was closed due to COVID-19.

ACN: 1761811

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1761811

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

While we were instructed to join the Runway XXC localizer ZZZ, Approach Controller handed us over to Tower Frequency. As soon as we joined the localizer, flying conditions started to deteriorate and became turbulent. Airspeed was fluctuating at 1,400 feet AGL. As a result of this, I had started to get focused on stable approach criteria, and work load gradually increased for both pilots. Over emphasis on stable approach criteria caused a distraction and both PF and PM forgot to obtain the landing clearance. Aircraft landed without any further incidents exited the runway and hold short of XXL. Since we did not hear anything from the Tower, both pilots became aware of the event and switched to Tower Frequency. Flight was completed without further incidents.

Tunnel vision on stable approach parameters and Airspeed variations caused distraction. Since COVID-19 breakout, I was not flying as frequently as before. I believe this was factored into this incident.

Give some extra time to double check all the required tasks are completed. As we are not flying as frequently as before, configure the aircraft early and passing 500 feet AGL, both pilots verbally verify one last time "Cleared to Land."

## Synopsis

Air Carrier First Officer reported landing without a clearance and stated lack of flying was a contributing factor.

ACN: 1761777

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Work Environment Factor : Poor Lighting

Light : Dawn

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Taxi

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Check Pilot

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 2071

Experience.Flight Crew.Last 90 Days : 12

Experience.Flight Crew.Type : 2071

ASRS Report Number.Accession Number : 1761777

Human Factors : Training / Qualification

Human Factors : Other / Unknown

Human Factors : Fatigue

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Security

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was conducting an initial Operating Experience with a First Officer (FO) who is new to the aircraft. As we started our takeoff roll the Flight Deck door swung open. A Flight Attendant immediately closed the door and it was indicating locked. I was positive I checked the Flight Deck door "OPEN" light during the After Start Checklist and it was out. I believe the door became unlocked during an electrical power transfer issue caused by me.

When I called for the After Start Checklist, I was momentarily distracted while watching the FO perform his flows. I neglected to turn on the engine generators at the beginning of the flow. When the FO turned off the APU, we momentarily lost power (I immediately caught the mistake right when he was turning off the APU). I believe this may have electrically unlocked the door.

Contributing factors:

Not much sleep the night before.

This was our first flight together.

I flew 2 days last week after not flying for 6 months.

It was right at dawn and I had the lights on dim just as the sun was starting to shine into the cockpit. I may have seen the blue Generator OFF BUS lights if the switch was on bright.

## Synopsis

Air carrier Check Airman reported not following the published checklist due to fatigue and not having flown in the last 6 months.

ACN: 1761773

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 6000

## Environment

Flight Conditions : IMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Final Approach

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 25000

Experience.Flight Crew.Last 90 Days : 25

Experience.Flight Crew.Type : 2880

ASRS Report Number.Accession Number : 1761773

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Fatigue

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I made a delayed turn from base to final approach while conducting the ILS XXR into ZZZ. The reason for the delayed turn was a momentary lapse in CRM skills. I was the flying pilot, my copilot was the monitoring pilot. We were on a base leg when the Controller gave us a turn towards the final approach. I remember dialing in the correct heading, but forgot to press heading select. About ten seconds or so elapsed before the Controller asked if we were turning. I realized my error and immediately pressed heading select. The Controller gave us a new heading and an approach clearance. We turned onto final with a slight overshoot and above the glide slope. We configured for landing and used vertical speed mode to intercept the glide slope from above. We were on speed and altitude well before the 1,500 foot gate. Other than the late turn and the high glide slope intercept, there was no other incident or error.

The fact is the I/we made an error by not following through with Verbalize Verify and Monitor. I know that we both verbalized the heading change, I recall we both Verified setting the heading, we both, however, forgot to monitor the FMAs for the change. I think that we realized the something wasn't right a split second before the controller queried us.

There were many threats preceding this error. This is an all-night flight with an early morning low visibility arrival. The airspace is quite congested and there were many aircraft with similar sounding call signs. We had a runway change while on the arrival and the Controller kept us little higher and gave us a turn a little earlier than we had expected. I had a scheduling change in the middle of this pairing which reduced my rest time a day before this leg. Do to the current global pandemic and the reduced airline schedules, neither of us had flown very much in the past six months. I know I felt a bit rusty and tired.

To mitigate this I gave what I thought was a good approach brief before top of descent, and we briefed the changed approach during the arrival. We still failed to monitor the FMA change at a crucial moment. It was an error I hope I/we don't repeat.

## Synopsis

Air Carrier Captain reported a track deviation during approach and cited fatigue and low flight time during the pandemic as contributing factors.

ACN: 1761764

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 1000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Final Approach

Route In Use : Direct

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 1759

Experience.Flight Crew.Last 90 Days : 66

Experience.Flight Crew.Type : 1759

ASRS Report Number.Accession Number : 1761764

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck



Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1761767  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

On approach into ZZZ on ILS XR we had been asked to keep our speed up until the marker. We complied with the request. The weather was very gusty winds and both myself and the pilot flying communicated as to what the V-ref target speeds should be. Sometime before 1000 feet the pilot flying was trying to control his speed and configure at the last minute in order to comply with the Tower's request. We had traffic about 3 1/2 miles in front of us. With the gusty winds and both of us pilots being relatively new to the aircraft and because this aircraft was an X type aircraft I had relayed to the pilot flying that we didn't want to have a tail strike with such gusty winds, so I suggested that at any time either one of us felt that we weren't going to land in the touchdown zone or we didn't feel we weren't going to make a normal landing then we needed to "go-around." About 1200 feet we got another gusty wind report from the Tower that caused me to readjust the target speed with my head being down and losing situational awareness (SA). We never got too fast for our configuration but I called the "1000 feet" call at approximately 930 feet. I had already configured the aircraft for the landing checklist except for final flaps. I feel the pilot flying got distracted by me changing the target speeds that he lost his SA and forgot to call for flaps 30/landing checklist. I initiated the checklist and realized we were hadn't gone to flaps 30 and he hadn't called for the checklist. I selected final flaps and finished the checklist. I called 500 feet and he responded stable and we landed uneventfully.

## Narrative: 2

On arrival into ZZZ I was configured flaps 15, 180 knots until the marker. About the time I was going to call flaps 30 we received a new gusting wind report from tower that required an adjustment to our target speed. We discussed the wind and adjusted for about a 15 knot add over flaps 30 ref of about 148 target speed. Upon completing landing checklist which at this point was also delayed and we discovered that the flaps were not positioned yet to 30. We immediately positioned the flaps to 30 and landed. The flaps 15 speed I was flying was very close to the new target speed and the aircraft was stable with respect to

airspeed altitude and course. Contributing factors can include my new position as a requalification on the aircraft with only about 4 landings this year.

## Synopsis

Air Carrier flight crew reported an unstable approach in gusty wind conditions. First Officer (PF) cited having minimal flight time this year.

ACN: 1761732

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 15

Altitude.MSL.Single Value : 12000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Haze / Smoke

Weather Elements / Visibility.Visibility : 6

Work Environment Factor : Glare

Ceiling.Single Value : 20000

## Aircraft

Reference : X

Aircraft Operator : Corporate

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Route In Use : Vectors

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 15000

Experience.Flight Crew.Last 90 Days : 3

Experience.Flight Crew.Type : 2000

ASRS Report Number.Accession Number : 1761732

Human Factors : Training / Qualification

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Flight was from ZZZ-ZZZ1 IFR clearance in VMC albeit some smoke.

Flight was cleared to 14,000 feet then changed to 13,000 after passing 12,000. Looking directly into the sun through smoky haze I did not get it level at 13,000 and busted. ATC made no comment, perhaps due late change. No traffic in the area and no conflicts.

This was the second flight in the airplane in 6 months due to COVID shutdown. I attribute this to my fault with a little help from late altitude change and general overall COVID-19 rust.

## Synopsis

Corporate pilot reported an altitude deviation and cited lack of recent flying as a contributing factor.

ACN: 1761665

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1761665

Human Factors : Training / Qualification

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1761661

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

### Narrative: 1

During an ILS approach to Runway XXR, the PF failed to slow early enough on final approach. PF configured later than desired considering the situation (fast due to earlier ATC request) resulting in the aircraft becoming high on glide path while slowing to configure for landing. PF needed to use a sink rate higher than desired to return to glide slope. We met the published parameters at all of our approach gates, but the first portion of the approach was unstable. We landed safely on XXR and proceeded routinely to the gate.

The main lesson learned was to slow earlier on final approach to allow a more stable approach. We accomplished all checklists and procedures and landed safely, but the crew would have been more able to look for potential threats if the PF had flown a more stable approach during the first portion of the approach. PNF was just back from several months off - take away for PNF was to address a rapidly evolving situation sooner and prompt the PF to configure sooner.

### Narrative: 2

[Narrative contained no additional information.]

## Synopsis

Air carrier flight crew reported that the first portion of the approach was unstable due to not slowing early enough on final approach.

ACN: 1761579

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 2000

## Environment

Weather Elements / Visibility : Haze / Smoke

Weather Elements / Visibility.Visibility : 1.75

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Initial Approach

Route In Use : Vectors

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 644

Experience.Flight Crew.Last 90 Days : 8.3

Experience.Flight Crew.Type : 334

ASRS Report Number.Accession Number : 1761579

Human Factors : Human-Machine Interface

Human Factors : Training / Qualification

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : FLC Override Automation

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was on an IFR Flight Plan from ZZZ to ZZZ1. I had poor speed control on the approach. I was legally IFR current, but, as it turned out, I was clearly not proficient. The COVID-19 prevented me from flying with a (COVID safe) safety pilot and getting recent practice. I was scheduled for simulator training for the following week.

I flew VFR out to ZZZ for two days. The weather was predicted VMC for the next several days. The day after we arrived, the wind shifted and blew in severe smoke from forest fires. We considered staying for a few more days, but there was no available lodging and the smoke was getting worse. I reviewed an IFR plan to go back to ZZZ1 and when the destination weather improved enough, I filed IFR, got my clearance, and departed. The departure, on route, and vectors to final were smooth and uneventful.

There was an aircraft ahead that was going slower and ATC requested that I slow to 90 knots, which is what I should have already been slowing to. I agreed and reduced power. The autopilot was holding the altitude coming up to the IAF and I inadvertently pulled off too much power. I was coming up on the IAF and descent and I was verifying that everything (else) was ready to go, when I noticed that the speed was rapidly reducing. The autopilot (AP) was trimming nose up to maintain altitude. I hit control wheel steering, nosed down, and added power. I had to do a lot of trimming to get the nose back down and I over shot the altitude and rapidly picked up speed. I got the nose back up, on altitude, and thought that the AP would acquire the glide slope. Nope, in the excitement, I missed arming the approach and flew right through it. Now I dove for the GS and picked up more speed again. Now I'm on the GS and check to see if the AP would acquire it and no it started another excursion and so I shut it off and hand flew the rest of the way. It was stabilized at this point, so I continued the approach and landed.

Mistake 1. I should have already been planning and reducing speed approaching IAF.

Mistake 2. I should have paid more attention to my speed reduction technique.

Mistake 3. I should have requested ATC to bring me around again to have time to set up properly.

Mistake 4. I should have done what I normally do and that is to turn off the AP and hand fly anytime things get weird.

My takeaway is that my IFR currency should be done more often, even if it is done in a simulator.

## Synopsis

Pilot reported conducting an unstable instrument approach and cited lack of proficiency due to difficulty finding a safety pilot for practice during the COVID-19 pandemic.



ACN: 1761560

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Flight Engineer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 18000

Experience.Flight Crew.Last 90 Days : 60

Experience.Flight Crew.Type : 1300

ASRS Report Number.Accession Number : 1761560

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

After boarding was completed, I had the opportunity to listen to our Flight Attendant's safety briefing through my headset by selecting the "CAB" button on my Audio Management Panel (AMP). Our FA's are competent, safety oriented professionals and my hat is off to them in terms of all that they put up with from the traveling public and an airline that is sometimes tone deaf to their needs. In listening the FA safety briefing, I realized that our passengers are NOT being given any procedural guidance to remove their masks / face shields / PPE in the event of a rapid decompression - the portion of the briefing dealing with the use of oxygen masks in the event of a loss of cabin pressure remains unchanged.

This is particularly troubling given that our airline and most other US airlines have adopted a "zero tolerance" policy regarding the use of facial masks during the pandemic. Not only has our airline adopted this zero tolerance policy, it is even "banning" customers from our airline for failure to comply. So in this draconian world of absolute zero tolerance for failure to wear a mask, where exactly is the procedural guidance in what to do with that snot and drool infested petri dish of nastiness once the oxygen masks drop during a real emergency?

## Synopsis

Air carrier First Officer reported that the Flight Attendant safety briefing did not include procedural guidance on how passengers should remove face masks and don oxygen masks in the event of an emergency.

ACN: 1761530

## Time / Day

Date : 202009

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Phase : Parked  
Maintenance Status.Maintenance Type : Scheduled Maintenance  
Maintenance Status.Maintenance Items Involved : Work Cards

## Person

Reference : 1  
Location Of Person : Hangar / Base  
Reporter Organization : Air Carrier  
Function.Maintenance : Technician  
ASRS Report Number.Accession Number : 1761530  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Maintenance  
Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Maintenance  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Human Factors  
Primary Problem : Chart Or Publication

## Narrative: 1

Aircraft Fleet X task cards for the X, XX and XY day checks have a non-existent AMM (Aircraft Maintenance Manual) reference listed for servicing the APU while the aircraft is in storage (49-XX-XX-XXX-XXXXA) for the APS XXXX is incorrect. The correct AMM is 49-XX-XX-XXX-YXXXA. We have brought this issue up several time here locally and sent several feedback requests in hopes of getting them corrected, with no joy. Please find someone to fix the paperwork.

## Synopsis

Technician reported that task cards for servicing the APU of aircraft in storage do not have the correct reference number.

ACN: 1761528

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1761528

Human Factors : Workload

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Guest was noted with a short face shield only during the compliance walk prior to departure. Apologized to guest. Inquired due to policy change if she had a face mask as a shield alone was no longer sufficient. She said she did and was able to don it.

Please make everyone happier by catching this prior to boarding. Flight attendants already have tons on [their] plate.

## Synopsis

Flight Attendant reported that a passenger was wearing only a face shield and was asked to wear a face mask to be in compliance.

ACN: 1761522

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Component

Aircraft Component : Exterior Pax/Crew Door  
Aircraft Reference : X  
Problem : Improperly Operated

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Door Area  
Cabin Activity : Deplaning  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
ASRS Report Number.Accession Number : 1761522  
Human Factors : Distraction

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Door Area  
Cabin Activity : Deplaning  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
ASRS Report Number.Accession Number : 1761523  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Fatigue

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Flight ABCD from ZZZZ to ZZZ I was the position C. After we landed in ZZZ, and taxiing of the aircraft was complete Flight Attendant A announced to the flight attendants to prepare the cabins for departure. I went to my forward service door and pulled the girt bar from the bracket and inserted back into the mount where it was disarmed then put the red flag back up. I turned around to cross check with FA A who I saw bend down to disarm the door. I then started talking to a first class passenger seated in X5. I heard FA A call the aft cabin via inter phone to verify their doors were disarmed. Then we waited till the agent came to knock on the forward entry door. I saw FA A give the thumbs up after the agent knocked and the agent starting opening the door. All of a sudden FA A said, "stop" and I saw the slide peeping from the compartment after she moved to the side. FA A notified the flight deck of the situation and they called for a mechanic. Two mechanics came quickly and moved the slide out of the housing. We then began to deplane from the front entry door. Managers X and Y came to talk to me and FA A on the aircraft after all the passengers deplaned and was told by her to fill out a report as a partial inadvertent slide deployment.

## Narrative: 2

It was a routine flight, upon arrival at gate in ZZZ I did a P.A. for Flight Attendants to verify and disarm. I bent down to disarm the 1L door left side girt bar bracket and I was thinking what I had to do next: (turn on lights for passengers, all-call the back). For some reason I stood up to turn on the lights. That's not like me, I always focus and follow through on my doors when arming and disarming. The C [FA] had just beat me to the lights, then I did all-call to the back, then C mentions passengers are actually sitting down after health PA to stay seated, because they never listen and crowd the aisle. Then there were 2 knocks on the door from the agent, I gave them thumbs up and looked down and saw the girt bar attached, at same time the agent was gently cracking the door I said stop, the door had opened maybe 1 foot? and the agent and I were face to face, I said stop. The slide partially fell out of housing intact. The mechanics were called, they came fast, they held the bottom portion of the intact slide and they opened the door, and we started deplaning.

When I got home my heart was pounding and body shaking from lack of sleep, low blood sugar, and wearing mask. Was a bad combination.

### Suggestions:

- \*SLEEP- Circadian rhythm. Lack of sleep 4 nights in a row, early morning sign-ins.
- \*FOOD- PLEASE on flights where you can't bring your food into other countries, or you can't bring your own food from the USA back into USA customs does not allow it, if it's too early or too late to get any food, places are closed or nothing is open, or lines are too long to make boarding. PLEASE have a little something for us to eat so our blood sugar does not drop so safety related accidents don't happen.
- \*MASK- Sometimes feel headaches, feel suffocation, can't breathe, lack of oxygen.

All of the above create fatigue which decreases the body's ability to focus, and decreased attention.

## Synopsis

Flight attendants reported a partial slide deployment while opening the cabin door due to the door inadvertently not being disarmed.



ACN: 1761517

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1761517  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Passenger X was sitting in XXC. His relative, Passenger Y, was sitting across the aisle at XXD. They decided to upgrade themselves to better seats. We told them that they were welcomed to upgrade, but they would have to pay the extra fee. After much ado, they decided to move further back in the cabin. Then Passenger X decides that he doesn't need to wear his mask. We asked countless times for him to wear his mask. Many

announcements were made. Every time, after we walked away, he took his mask off. Once I awakened him, asking him to put his mask back on. He said that he was eating. I said, "Sir, you were sleeping." He was putting all other passengers on board at risk.

## Synopsis

Flight Attendant reported a passenger did not comply with face mask policy during flight.

ACN: 1761506

## Time / Day

Date : 202009

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1761506

Human Factors : Confusion

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Workload

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I am not in this department but I would like to know what is a "Typical" time frame to clean an aircraft with one person doing the job. We came in from ZZZ1 with XX people and 1 jump seat. The personnel came on after everyone except the X throughs. I was busy helping a customer and about 5 minutes later the "Cleaner" came off. I told ops which in turned called for a Supervisor. The Supervisor came and I asked how long does it take to clean seats and trays. He said there is no time frame. I told him this employee wasn't on the plane 5 minutes. He asked if I wanted another cleaning crew to come. I said no, I just want to know he did ALL trays. I have through customers on board and they watch us. I was just making sure we are KEEPING OUR PROMISE to the customers. I thought they are supposed to do ALL tables? The cleaners don't know where people sat.

## Synopsis

Flight Attendant reported concerns with cleaners sanitizing the aircraft too quickly.

ACN: 1761490

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 820

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1761490

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1761497

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were cleared for takeoff on Runway XR in ZZZ. Both myself and the other pilot heard the phrase from the Controller "Runway XR cleared for takeoff." We did not hear any other instructions. We were on the ZZZZZ 2 departure. It states to fly heading 011 until reaching 820 feet then heading 340 or assigned by ATC. We started our turn at 820 feet and a few seconds later the Controller told us to immediately turn and fly runway heading. No other problems came about from this situation. It seems like there was some miscommunication between the pilots and ATC. We were flying the appropriate procedures and did not hear ATC tell us to fly runway heading you're cleared for takeoff Runway XR. Both pilots only heard "Runway XR cleared for takeoff."

## Narrative: 2

Departing Runway XR we were cleared for takeoff. We followed the SID heading of 340 when ATC told us runway heading. After correcting to runway heading we discussed the departure and both of us were sure that we were just cleared for takeoff with no other instructions. We were both mistaken - he did issue runway heading on the takeoff clearance. Having been unfamiliar with this airports procedures I may have had some expectation bias towards just flying the SID and clearly missed the runway clearance, not to mention having not flown since April [and] a bit of tunnel vision during the before takeoff.

## Synopsis

Air carrier flight crew reported a track heading deviation.

ACN: 1761435

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1761435

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Automation : Aircraft Other Automation

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : Police / Security Involved

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

At the gate in ZZZ, almost ready for door closure and gate departure when we get a Lavatory Smoke warning. I called back to the aft cabin flight attendants and they tell me a passenger just exited one of the aft lavs and a cloud of smoke followed him. When confronted, the passenger denied smoking or vaping, and claimed the smoke was present before he entered the lavatory.

I called for a customer service manager to come remove the passenger, and the manager, after talking with the passenger, informed me that he still denied smoking and that he was refusing to leave the airplane.

After conferring with the manager and his supervisor, and confirming events with the aft cabin flight attendants, I decided to have the entire plane disembark and re-board without the offending passenger.

As passengers were deplaning, the suspected smoker stopped at the L1 door and demanded his money back. From the cockpit, I instructed this gentleman to leave my airplane. He refused and was belligerent. I closed the cockpit door and called for law enforcement.

After everyone deplaned, we re-boarded and left for ZZZ1.

In the current economic/pandemic environment, the airline has been forced to offer really low fares. I feel this means some of our passengers are not frequent flyers and may not understand what's expected of them.

I feel like the customer service manager initially was reluctant to have the passenger removed, due to the passenger claiming he hadn't smoked in the lavatory. The aft cabin flight attendants saw him step in the lavatory just prior to the smoke alarm being triggered. After I continued to advocate for his removal, the customer service team did as I requested. I'm not sure what was initially said to the suspected smoker, but when safety is involved, there shouldn't be an option of letting the passenger remain onboard.

## Synopsis

Air carrier Captain reported that prior to gate departure a lavatory smoke warning occurred. The passenger allegedly smoking in the lav refused to leave and was ordered off by the Captain.



ACN: 1761410

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : No Aircraft

Flight Phase.Other

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1761410

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Ground Personnel

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Company is requiring disinfectant spray 3 times a week in break-rooms and other areas. I asked that this task take place at a time where there are no employees present at those areas. They refused because they did not want to assign someone to spray or hire a company to complete the task outside operation hours. These chemicals while disinfecting we have no Material Safety Data Sheet (MSDS) on them. They can be possibly toxic due to use of Clorox. We are having our lunches and that is not supposed to be sprayed.

## Synopsis

Ramp employee reported company is spraying the break-rooms and other areas while personnel are still in the area.

ACN: 1761407

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : No Aircraft

Flight Phase.Other

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1761407

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

I was contacted by Supervisor. He called to notify me that I had come into contact with a coworker who tested positive for COVID-19. He told me I was to stay home from work date 1 and date 2 (next day) and that someone from the company would contact me later and tell me how long my self-quarantine would be. On date 1 my General Manager contacted me. He informed me that I was to report back to my regular shift starting on date 2. He said, because I had tested positive recently there was no reason for me to self-quarantine. I was told I couldn't test positive again for 90 days from the time I tested positive two months earlier. The company chose to quarantine only those employees who hadn't tested positive. I contracted COVID-19 from a co-worker who brought the virus to work. I was confirmed positive. From [month] I was out of work because of COVID-19. Having been affected directly by the virus changes how you see things. I had a doctor's appointment with my primary. I asked her if I was safe from contracting the virus for 90 days? Her response was to smile. She went on to explain, yes the chances of getting the

virus were less of a risk, but that you could still get it again in those 90 days. I AM NOT IMMUNE FROM GETTING COVID-19 AGAIN. Company claims safety is their number 1 priority. The decision by the company to pick and choose who is quarantined is very troubling. I've been employed with the company for almost XX years. I'm extremely disappointed with the actions the company has taken. In my opinion safety was not the number 1 priority.

## Synopsis

Ground employee reported being in contact with a coworker who tested positive for COVID-19 and asked to report to work the next day.

ACN: 1761398

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Other.Other

ASRS Report Number.Accession Number : 1761398

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Other

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Management did briefings on how everyone should wear a mask but yet I still feel like management isn't really watching and making sure that we are indeed compliant with wearing our mask at any time we can't achieve six feet of space. At the same time it looks like Department X management team has reinforced the actions of one who doesn't wear a mask. It looks like all Department X employees are wearing a mask now whenever they can't achieve the six feet of space.

I was working a flight with others who didn't have on a mask and I watched someone apart of the management team look at us within six feet of space and continue walking. With something like that happening it makes me just want to walk off the flight. I don't feel safe coming into work because it seems like only a few of us in ZZZ are taking COVID-19 as serious as it should be taken.

## Synopsis

Ground employee reported concerns with others not wearing face masks, nor taking COVID-19 seriously.

ACN: 1761379

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZZ.ARTCC

State Reference : FO

Altitude.MSL.Single Value : 3000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Climb

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 12606.12

Experience.Flight Crew.Last 90 Days : 37.55

Experience.Flight Crew.Type : 623.38

ASRS Report Number.Accession Number : 1761379

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

ASRS Report Number.Accession Number : 1761382

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Departed ZZZZ Runway X Center on the SID. During the takeoff briefing I brought it up to the Captain (PF) and briefed the 220 knot restriction at [fix] on the SID. After takeoff PF called for flaps 1 a few miles prior to the turn during acceleration. I asked to verify that he wanted that. After delaying slightly, I thought we were close enough to the turn that it would not be a problem, and set the flaps to 1. We were at flaps 1 for approximately 30 seconds before the speed bug advanced and we began accelerating again. The PF should not have called for, and I never should have positioned the flap lever out of position 5 until after the turn was complete and we were accelerating again. Additionally, the Relief Officer should have spoken up and brought the error to our attention as well. We thoroughly debriefed the error during cruise and again after the flight. Recency of experience was a contributing factor as all of us had not been flying as much due to COVID-19.

## Narrative: 2

Departing [Runway] X Center ZZZZZ on the SID. The departure was briefed by the PF with input from the PM at the gate to include that it would be a Flaps 5 T.O. and with the low speed at fix of 220 knots the need to delay flap retraction from 5 to 1 until passing ZZZZZ1 [fix].

After takeoff, climbing out we were accelerating and the PF called for Flaps 1 and the PM raised the flaps from 5 to 1 with a minimum flaps 1 speed of around 230 knots. When the call was made we were accelerating but we were about 2 miles from the fix with a speed of 220 knots. The PF had to stop the acceleration at 220 knots (10 knots below flaps 1 speed) for less than 30 sec before he could continue to accelerate to the flaps 1 min speed.

## Synopsis

Air carrier flight crew reported a flap configuration problem on departure resulting in a speed deviation. First Officer made reference to lack of flying as a contributing factor.

ACN: 1761371

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Experience.Flight Crew.Total : 14910

Experience.Flight Crew.Last 90 Days : 41

Experience.Flight Crew.Type : 14910

ASRS Report Number.Accession Number : 1761371

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related



Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### Narrative: 1

Flight attendants said passengers in seats XX 1 and 2 would not keep their masks on. We called customer service. After a discussion, the flight attendants and customer service said they were OK to leave the passengers on board and closed the cabin door. Once the door was closed, the passengers insulted one of the flight attendants. The flight attendants said they wanted the 2 passengers removed. Customer service came on board again and the passengers deplaned peacefully.

### Synopsis

Flight Attendant reported two passenger were removed from flight due to non-compliance with face mask policy and insulting a flight attendant.

ACN: 1761319

## Time / Day

Date : 202009

## Place

Locale Reference.Airport : ZZZ.Airport  
State Reference : US  
Relative Position.Distance.Nautical Miles : 12  
Altitude.MSL.Single Value : 5600

## Environment

Flight Conditions : IMC  
Weather Elements / Visibility.Visibility : 0.5  
Light : Daylight  
Ceiling.Single Value : 300

## Aircraft

Reference : X  
ATC / Advisory.TRACON : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Initial Approach

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1761319  
Human Factors : Other / Unknown  
Human Factors : Fatigue

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

High over ZZZZZ [fix]. It was the last leg of a three-day. No HGS (Head-up Guidance System) and had to fly like I did as an FO without HUD (Heads-up Display). Just fell a little behind; probably from being tired, not eating much since airport selections are minimal, and not having flown an approach without a HUD in over a year.

[Suggestion] Take meals with me because of the COVID impact on airport food. Fly without the HUD periodically. I did great on that approach and was stabilized at 1,000 feet in the end.

## Synopsis

Air carrier Captain reported an altitude deviation during approach.

ACN: 1761275

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : FBO

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 8800

Experience.Flight Crew.Last 90 Days : 100

Experience.Flight Crew.Type : 2200

ASRS Report Number.Accession Number : 1761275

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

Our FBO at ZZZ airport has no face covering policy in effect for workers, visitors, pilots or passengers.

My understanding is that all/most US 121 carriers require face coverings on board (with few or zero exemptions). This is likely to reduce virus transmission inside a shared HVAC space.

Our FBO has had passengers with active, symptomatic COVID infections traveling without masks. I'd recommend the FAA require a temporary face covering policy inside all interior

buildings which serve 121 and 135 crew and passengers. This should be a temporary federal mandate.

Failure to have such a national policy could negatively impact the NAS (if pilots, ramp and fuel personnel have to quarantine at home due to unprotected workplace exposure.)

## Synopsis

Air carrier Captain recommended the FAA require a temporary face covering policy inside all interior buildings which serve 121 and 135 crew and passengers.

ACN: 1761269

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Dawn

## Aircraft

Reference : X

Aircraft Operator : Air Taxi

Make Model Name : Small Transport, Low Wing, 2 Turboprop Eng

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Taxi

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 7100

Experience.Flight Crew.Last 90 Days : 90

Experience.Flight Crew.Type : 510

ASRS Report Number.Accession Number : 1761269

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

On return to base after successful completion of mission, was advised of a possible overflight of a required maintenance inspection. Due to operations tempo (COVID-19) and a last minute change of aircraft request by the crew, there was an inadvertent oversight of the available flight time on this aircraft.

Aircraft was approaching a 150 hour inspection on a progressive maintenance plan. High utilization (due to COVID-19 transports, among other factors) ran successive inspections very close together. I was acutely aware of a 50 hour inspection completed 48 hrs before completion of this flight. I was under the impression that the subsequent inspection was several hours away, but I neglected to check the time remaining in the maintenance logbook simply because I got in a hurry. Compounding the confusion was a lack of timely updates which provide a second check on maintenance due actions. On arrival back at the base and calculation of flight times accumulated on my night shift, I determined that it is probable that I overflowed this required inspection.

In summary, I got rushed by a last minute change of aircraft and the press of mission accomplishment and neglected to calculate the time remaining on the aircraft.

## Synopsis

Pilot reported being advised of a possible overflight of a required maintenance inspection.

ACN: 1761180

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 5500

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Small Aircraft, Low Wing, 2 Eng, Retractable Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Initial Approach

Route In Use : None

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 8676

Experience.Flight Crew.Last 90 Days : 1

Experience.Flight Crew.Type : 1300

ASRS Report Number.Accession Number : 1761180

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments



Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I had not flown for two and half months so it was time to refresh. I was flying with a safety pilot, practicing instrument approaches and takeoffs and landings at ZZZ1 and ZZZ2. At the time of the flight I did not realize this until after I sat down in the evening to relax at home. I recall after startup that I set my audio panel incorrectly and was then transmitting on my number one communication radio which was set to ZZZ Center and my number two radio set to CTAF. The mike button set for comm 1 and the speaker set to comm 2. So I was cross-channeling my transmissions. During this time we did not have the need to speak with any other pilots in the area and therefore I did not check my audio panel. I see that I was out of my element and rusty because usually I am checking squelch and verifying my transmissions with the radios when keying the push to talk button with the radio that I am using. I guess also when the Controller notifies a pilot of a communication error, we pilots tend to use them as a crutch to our errors and then make the correction. But we need to verify proper radios on our own before transmitting.

## Synopsis

Pilot reported cross-channeling transmissions between Comm 1 and 2 radios.

ACN: 1761167

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1761167

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

During boarding time Passenger X boarded without face covering. I approached him and politely requested he comply. He ignored me and proceeded going down the aisle. He began placing his two roller bags in the overhead bin. I waited, he sat and settled in his seat and again I requested he comply and told him he needed to put his face covering, this time he did and quickly slid it down to his chin and began making a phone call. I approached him and told him he needed to wear it properly. At that time I saw another passenger who was wearing it under his chin as well. I then proceeded to make a PA announcement regarding the requirements of face coverings. FA B approach both gentleman and requested they comply and asked them to wear their mask. Passenger X again refused, at that time I notified the Captain about the problem and he went ahead and made another PA covering the face covering requirements. The Captain told me to wait 2 minutes for him to comply. Gate agent was coming on board. Upon being told by the gate agent he put it on. During demo Passenger X was still talking on his phone and again removed his face cover. Again I told him to put it on and requested he place his phone in airplane mode, he ignored me. I finished the safety demo and told him to put the cell phone in airplane mode. We waited until he finished his conversation and he placed his covering and we began the taxing for takeoff. He put his phone down, upon me sitting in my jump seat he began writing and using his browser. As he saw me looking at him he began playing with his covering putting it on and taking off.

## Synopsis

Flight Attendant reported a passenger did not comply with face mask policy.

ACN: 1761165

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1761165

Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

Flight was held up but not delayed. Fogging was done and just before boarding I noticed the seats and armrest were soaked. It was excessive and we had to hold the passengers in bridge-way while I took paper towels to dry them off. I was going to try to fan them

originally and realized they were too wet. I had to quickly dry every seat and armrest prior to allowing passengers on board.

## Synopsis

Flight Attendant reported the aircraft being wet after cleaning crew fogged the interior.

ACN: 1761160

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1761160

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger [in] seat XX1 was removed. Asked passenger to lift mask above nose during boarding process. While doing demo noticed mask still below nose. After demo once again

asked to put mask above bridge of nose. Passenger nodded yes. He lifted mask above nose, as I walked away I turned back and he took mask off nose. I returned and asked him again to wear mask above nose. At this point I informed crew of problem with passenger. I walked back to passenger and told him this will be your final notice about our policy wearing masks. I went back up front told crew what happened and we decided to have him removed. FA A called Captain who returned plane back to gate. As passenger was being deplaned he said, "My mask won't stay up because it is too loose." I replied, "You could have tightened it or ask for one from us."

## Synopsis

Flight Attendant reported a passenger was removed from the flight for non-compliance with face mask policy.

ACN: 1761157

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1761157

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger had to be told several times to properly wear his mask while he was not eating or drinking before he finally tied the upper portion of his mask above his mouth, but below his nose. I told him his nose should also be covered, so he begrudgingly pulled it up but left the bottom untied and ate and drank with his mask "on" but not secured.

I have personally interpreted our mask policy would deem wearing a mask in this manner as inappropriate, but I allowed this behavior as I was exhausted from constantly reminding



people they needed to properly wear their masks.

Is this an appropriate/effective way to wear a mask? Show photos of appropriate vs inappropriate masks before passengers board.

## Synopsis

Flight Attendant reported a passenger did not comply with face mask policy during flight.

ACN: 1761153

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1761153

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Now that we have brought back more service in the main cabin on our flight to ZZZ1 we were in the aisle for an extended period. Having to ask each person if they wanted ice as well as cream or sugar for coffee made each interaction extended and many passengers took their mask off when ordering. Having to hand someone ice in a cup then a can, and coffee and cream and sugar I noticed many people touched my hand during the exchange. Then with the hand the passenger just touched I touched the ice scoop or the next passenger's items. This put me at risk as well with touching. I felt this is a safety risk for

myself and other customers getting cross contamination. When I was able wear gloves during service it at least cut down my personal risk but people would still get the cross contamination. When it was just cans it I was easier to give it quickly and without getting touched by people's bare hands. I didn't have to lean down close to find out how many creams or sugars and ice or no ice. Many people asked for multiple items that slowed us down as well. Don't do coffee right now or have sealed cream and sugar so we can hand them one sealed package with both. Also we need to just not do ice. We are putting our safety as well as the guest at risk by putting service over safety.

## Synopsis

Flight Attendant reported cross-contamination concerns with the increase in food and beverage services provided to passengers during flights.

ACN: 1761146

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1761146  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other  
Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1761148  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Captain was in cabin with Flight Attendant (FA) on board; he did not wear his mask. Flight Attendant reminded/requested the Captain to please wear your face mask. He did not put one on. He continued to hang around door and the cabin, and throughout without a mask on talking to FAs less than 6 feet away from them. I left the area where the Captain hung out to chat. When our standby reserve FA replaced our missing FA, we were ready to close the door. Captain did not brief the Flight Attendant, Captain continued to talk to catering [about] additional pilot cups; customer agents, FA without a mask. We closed the door, Captain, and passengers did not wear a mask when the aircraft door closed. I walked to cabin and saw the cockpit door open and Lead Flight Attendant made the announcement to wear your mask over your nose and mouth throughout the ferry flight.

Sometime midflight, when I walked to door where all the crew meals are boarded, passenger X zone, I saw the Captain asleep without his mask, passenger did not wear his mask. Three vans were available to take the whole crew from ZZZ airport to Hotel. I believe three flight attendants and I were in the third van, we all discussed we would refuse to share the van with the two company people [mentioned], if they did not wear their mask. So I asked "Would you gentlemen please wear your mask over your nose and mouth in such close space with us?" They put on their mask; I recall person replied "I don't want 3 nagging mothers directing...to me..." I said, "Sir our goal is to communicate safety requirements that are put out by CDC, we [are] in a close space, and since we don't know about each other's health and family situation, we just want to be safe."

Boarding, 2 company members did not wear their mask as they worked diligently; even after we boarded the personnel. I repeatedly reminded crew members "mask mask mask please." Even when company member was in GA with the military officer and his assistant, whom wore a face mask throughout their time on the aircraft. Crew member did not wear his mask. Crew member was resting in seat X and had a blanket over his face. I said, "Sir the blanket is not a proper covering, you must wear your face mask." I hear person shout "#@\$". I walked away and did not speak to him again for the rest of the flight.

## Narrative: 2

Captain and the passengers on our ferry flight refused to wear [a] mask or wear them properly. Through the entire pairing, different flight attendants had to repeatedly ask the Captain to put on mask while walking around and taking crew rest break in the cabin. Captain indicated that they do not need the mask if no revenue passengers on board. FA Y asked to see in print and the Captain couldn't provide it. We also had to repeatedly ask the mechanics to put on mask properly even riding the shuttle to the hotel in ZZZ. I feel very unsafe having to deal with our fellow employees throughout this trip. They would put on the mask. After an hour or 2, the mask is either below nose or off.

## Synopsis

Flight attendants reported issues with crew members not complying with face mask policy.

ACN: 1761013

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1761013

Human Factors : Time Pressure

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Confusion

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

ASRS Report Number.Accession Number : 1761017

Human Factors : Distraction

Human Factors : Confusion

Human Factors : Workload

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

Detector.Person : Dispatch  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

Utilized TAF that Dispatch used to prepare flight release. (Closest to top of release). Did not see later TAF that had been changed to require alternate airport for landing. (Towards bottom of release). Departed ZZZ without required Alternate.

OE Training, no flying for last 6 months (COVID-19).

Information overload. Too much material to read before a flight. Flight release is available to pilots so close to departure time that with all other tasks required, there is limited time available to study flight release, weather, NOTAMs and all available information.  
Suggestion: Make flight info available to pilots 15 minutes earlier.

## Narrative: 2

At the time the task was initially completed, the flight (ETA XA: 25Z) did not call for an alternate per the following TAF. WSI RPM tool did not suggest that CIGS or VIS would lower. System was not fully operational with the 8-hour FCST unavailable. The METAR was trending with low CIGS and visibility between 6SM and 10SM with light winds and a 2-3 degree temp/dewpoint split.

The updated TAF was not observed prior to the flight departing. I do not recall an "Alternate Verification Alert" being received. I believe that it was my intention to add a precautionary alternate with the current FOB the aircraft. I feel that there may have been some confusion and I "lost my place" in my workflow process while juggling flight following, answering phone calls and working the assigned dispatch releases.

## Synopsis

Air carrier pilot and Dispatcher reported a required alternate airport was not filed prior to departure.



ACN: 1761012

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 4

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Takeoff / Launch

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1761012

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1761089

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch  
Communication Breakdown.Party2 : Flight Crew

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1761016  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Dispatch  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Taxi  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

My role for the leg was Relief Pilot. [Runway] XR was assigned during taxi. The runway was listed on the TPS for TO1 Max and after a short discussion all 4 crew members in the cockpit agreed it was acceptable. We would be using a departure to the north of ZZZ so this runway would save some time. The CA requested the FO pull new numbers since our weight came in 4,000 lbs light in the hope of improving our numbers. After they confirmed that XR was requested on a new TPS through ACARS, the number data downloaded. After departure, the crew realized [Runway] YYL numbers had been sent, accepted and downloaded. The takeoff appeared normal throughout the roll and rotation was also at what appeared to be a "normal" distance down the runway and from the end.

As Relief Pilot, during taxi I'm assigned the Jumpseat behind the FO seat. The view of all that's going on "up front" can be difficult at times and requires being very proactive in getting out of the seat for a better view.

Getting up from the seat to verify the takeoff data is necessary and appropriate.

## Narrative: 2

During takeoff roll ECIAS message alerted crew of incorrect runway selection. CA elected to continue takeoff.

During taxi out ATC asked if [Runway] XR was possible and crew advised it was due to light weight and TPS data. After close out CA asked for TO 1 TPS data and FO requested through FMC. FO accepted data but none of crew caught that [Runway] YYL was now the FMC loaded runway. A delayed close out and number 1 for departure made the confirmation of the data reviewed quick and none of us caught the incorrect runway in the upload.

Due to lack of flying and a runway that was the 5th on the TPS made all of the crew slow in our ability to trap complexities of runway and power changes. Better flow and more currency will prevent this type of event.

### Narrative: 3

When cleared to taxi, we were asked if we could accept [Runway] XR for takeoff at ZZZ. Our weight was acceptable and we had the TPS for TO2 dry and max power. I instructed FO to accept the runway (I have used it on occasion) and felt it was fine. I asked FO to try and get a TO1 TPS and see if it would improve our numbers a bit. He requested the TPS as instructed and I watched him enter XR and 1 for the thrust. We later determined that when he requested both the TPS and the FMC uplink, it had sent the [Runway] YYL numbers again. We believe this was because of the fact that XR was the "fifth" runway on the original TPS. We inadvertently took off with the wrong data loaded in the FMC. Our takeoff roll looked and felt normal and we rotated at what seemed to be an acceptable distance down the runway. All crew missed the fact that we had loaded the wrong runway.

The biggest reason for this error was complacency. I pride myself on TPS knowledge and, looking back, I should have caught several red flags. This crew was all familiar with the others. We have all flown together and I let my familiarity with the others lower my guard. Secondary was the fact that relief pilots both had not flown much recently, due to COVID-19 reduction of schedules.

I am going to change a couple of techniques to trap the errors better on runway changes. While on this layover I thoroughly reviewed the FMC and found that I had a couple of misconceptions about the aircraft that I brought from other aircraft.

### Synopsis

Air carrier flight crew reported they inadvertently took off with the wrong data loaded in the FMC.

ACN: 1760997

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Flight Phase : Climb

Flight Phase : Parked

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1760997

Human Factors : Distraction

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

After receiving a last minute MEL for a deferred FO reading light, we departed without the appropriate DTG (Date Time Group) from Dispatch. The book had been completed and closed correctly. All procedures of the MEL were complied with and verified. Climbing through 10,000 feet we realized my error.

After not flying for approximately 5 weeks my normal rhythm in the cockpit was off. A high workload environment along with receiving the Maintenance book and the close out at the same time just prior to push caused me to be distracted and miss the step of notifying Dispatch of the new MEL. I cross referenced the close out revision number with the signed release. They matched. I believe somehow in my mind that because I received the close out that I had signed an updated release.

This event is my responsibility and the error rests on my shoulders. The only slight suggestion I could recommend would be to prevent a weight and balance close out from being sent if maintenance is on board. While it remains my responsibility this could help trap this type of error. I verify the close out revision number against the flight plan. They matched. I gave myself a false impression that my paperwork was in order.

## Synopsis

Air carrier Captain reported departing without correct paperwork and cited lack of flying as a contributing factor.

ACN: 1760988

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : No Aircraft

Flight Phase.Other

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1760988

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Other Person

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was called by my Supervisor on the afternoon (day 1) and was informed by him I had come into contact with an employee who had tested positive. He told me to stay home from work on day 2 and day 3. Also, someone would follow up with me on day 3 and let me know how long I would have to quarantine. The General Manager called me on day 2. He told to report back to work on day 3. The GM told me since I had contracted the virus and tested positive the airline COVID Team said it was OK to return to work.

## Synopsis

Ramp employee reported receiving conflicting information as to when to go back to work after being exposed to COVID-19.

ACN: 1760972

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Widebody Transport

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Aircraft : 2

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 11.0

ASRS Report Number.Accession Number : 1760972

Human Factors : Training / Qualification

Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

First session training since Marc, I had cleared Aircraft X for takeoff from Runway XX at heading 270 [and it] was 1 mile off the departure end when I cleared Aircraft Y for take off from Runway XX heading 270. When Aircraft Y tagged up on the radar, he was 4SM in trail with Aircraft X.

Allow more time between departures to ensure appropriate wake turbulence separation.

## Synopsis

Tower Controller reported that after clearing an aircraft for takeoff it did not have enough in trail distance from another aircraft departing the same runway.



ACN: 1760963

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 12000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Military

Make Model Name : Military Trainer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Initial Climb

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Instructor

Function.Air Traffic Control : Approach

Function.Air Traffic Control : Departure

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 7

ASRS Report Number.Accession Number : 1760963

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was providing OJTI for the first time since the COVID lockdown. My trainee was on his first day back training. Aircraft X was doing practice approaches at ZZZ. When they were done, they came off [Runway] XXR heading. My trainee gave them their clearance to ZZZ1. Aircraft X read back all correctly except for the altitudes which my trainee promptly reissued. At that time, I had to turn Aircraft Y onto final at ZZZ2 as my trainee did not do in a timely manner. We then had a call from ZZZ3 and a request from another aircraft back to back. I failed to realize that Aircraft X did not enter their new squawk code and thus did not tag up in STARS. They ended up flying for 98 miles without a handoff or point out to other sectors at 12,000 feet. This can only be attributed to not having provided OJTI for the past 6 months. Otherwise if I had been working the position by myself this probably would not have happened.

I would recommend a redoubling of effort to scanning while providing OJTI or while performing CIC duties for OJTI.

## Synopsis

TRACON instructor reported an aircraft departing and not squawking, flying close to 100 miles through various different airspace at 12,000 feet.

ACN: 1760916

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 1

Altitude.MSL.Single Value : 1200

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.CTAF : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Personal

Flight Phase : Landing

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 330

Experience.Flight Crew.Last 90 Days : 37

Experience.Flight Crew.Type : 240

ASRS Report Number.Accession Number : 1760916

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Track / Heading : All Types

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Human Factors

## Narrative: 1

As I was approaching from the northwest to an airport with parallel runways, intending to land on the eastern of the two runways. The Tower closed early because of COVID-19, and traffic was using Runways XXL and XXR. I elected to fly a left downwind to land on Runway XXR, partially because there was traffic to the east of the field that was planning to fly a right downwind to XXR, and I did not have visual contact it. I landed uneventfully, but in hindsight, it would have been better to follow the proper pattern by overflying the field, and descending to join the right downwind for XXR.

## Synopsis

GA pilot reported flying the incorrect pattern after the Tower closed.

ACN: 1760902

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1760902

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Had passenger board and was complaining that he was sitting next to another passenger and what was I going to do about it. Then proceeded to tell me he would not wear his mask the whole flight because he has asthma. I told him he needs to wear the mask at all times. The lady sitting next to him was asked if she was [ok] sitting by him as we had no open rows, she said she was fine. I then was putting her bag in the overhead for her as

the man tells me to grab his suit jacket as he didn't want her bag near it. I had the CA call customer service to help the situation, customer service comes and he says he has no problem complying.

He was rude in flight, tried to take mask down again and I asked him to put it on, he did. We land and he cuts the lady off to grab his stuff from the overhead and get off, has his mask off as he is getting off the plane.

## Synopsis

Flight Attendant reported a passenger complained about sitting next to another passenger and did not comply with face mask policy.

ACN: 1760901

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1760901

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger [would] not wear the mask over his nose. He was asked multiple times and then said he can't breathe with it on. I explained our policy, told him the consequences and he said - "Call the Captain, I don't care I can't breathe." I came back, asked him one more time and he said it's not my fault and I said I realize that, but when you agreed to fly you agreed to our mask policy.

Fine whatever, was his response. The passenger in seat XX first called it to my attention

during takeoff then again when I walked by a second time. He was not combative in any way, but refused to comply.

## Synopsis

Flight Attendant reported a passenger did not comply with face mask policy during flight.



ACN: 1760899

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1760899

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger walking back as FA B and [I] saw her not wearing her mask and asked her to put it on. While FA A was walking back to the front she saw she was not wearing her mask and asked her to put her mask on to which she said she would not. I called the Captain and explained how I asked once and FA A asked a second time and there was a refusal. He said he would call ops and we would return to the gate.

After the gate agent came on I was told by FA A that the passenger was basically saying she was going to eat and drink the whole duration of the flight which is still not complying. FA A said that still made her uncomfortable and I agree because she is going against compliance and stating that she is going to go around the rules. Also, apparently she is saying that she was never told to put on a mask but she was told two times once by both of us. The second time when I asked if she was not going to put it on she was already showing an increased attitude.

A Supervisor [came] on board to escort her off the plane. From what I learned in the back we [deplaned] the entire plane because she refused to get off the plane.

## Synopsis

Flight Attendant reported a passenger was removed from flight due to not complying with face mask policy.

ACN: 1760875

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 500

## Environment

Weather Elements / Visibility : Turbulence

Weather Elements / Visibility : Windshear

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1760875

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Automation : Aircraft Terrain Warning

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

This event was undoubtedly the most humbling and perhaps a first in my almost XX years with (airline) and going on X years as Captain. While there will always be a first, it will certainly serve as a professional learning opportunity for me personally. I take full accountability as Captain for not directing a go-around sooner. The ZZZ1-ZZZ flight was leg three on a three day pairing. We were approaching an 8 hour flight block and over 10 hour duty on our flight to ZZZ. Flight paperwork review prior to departure indicated weather conditions which ended up being inconsistent with what we encountered in ZZZ. Due to an ATIS outage that had spanned several hours, we were only able to retrieve hourly METAR reports for ZZZ. The last hourly report indicated significant changes with respect to gusty crosswinds from the East with smoke slightly lowering visibility. As it came close to time to brief, I sent a message to Dispatch inquiring about ZZZ ATIS. The message we received back indicated there indeed was an outage. Unfortunately we were out of range to obtain the VHF ATIS prior to our briefing, but later obtained ATIS information over VHF in our descent. Prior to TOD, we briefed the approach that we anticipated in ZZZ, the visual backed up by the ILS for [Runway] XYR. We discussed relevant threats of gusty crosswinds, night, fatigue and potential for arrival changes and runway re-assignment. I set up with the VSD to be able to monitor flight path. On initial hand off to ZZZ Approach, we were assigned Runway XYL. As PM, I loaded the approach for the ILS XYL in the FMC, set new baro minimums, entered the new runway data, and set up the NAV frequency/course for XYL, briefed the changes, and then ran the change triangle Descent checklist. Approach Control directed us to go direct ZZZZZ on the approach, maintain 4,000 until ZZZZZ, and were subsequently cleared for the approach. My FO as PF attempted to mitigate the threat of being high on path maintaining higher speed as directed previously by ATC (delete speed restrictions on the arrival) and I monitored using the VSD.

As we joined final, it was evident from wind data on the PFD, that the winds on approach were strong challenging gusty crosswinds from the East. After joining final for XYL, my FO struggled with maintaining the LOC course and GP with the gusty dynamic crosswinds. With LOC and GP deviation call outs as PM, my FO did an outstanding job re-establishing proper path and we were able to achieve what we thought was stable criteria. In the time frame of attempting to get better alignment established on final and simultaneously run the landing checklist, I inadvertently missed the final flap 30 selection, and we both missed the flap misconfiguration on the checklist. While we ran the landing checklist, our attention was diverted enough to not note the flaps 25 configuration. Cumulative fatigue from a long flying day with challenging weather contributed to the inadvertent omission. It wasn't until the GPWS Flaps alert that we noted the misconfiguration. Out of concern for speed due to gusty winds, I selected flaps 30 just as I directed the go-around due to unstable landing criteria. While I normally look at flap configuration at the 500 feet gate as an additional check, the cumulative fatigue and dynamic wind conditions had my attention more focused on monitoring winds and flight path. After having time to reflect on the encounter, the wisdom it has imparted is the absolute importance of an early go-around if conditions are not coming together as planned for an early stable approach. A go-around at 1,000, due to challenges with flight path would have afforded an easier go-around scenario with dynamic gusty winds after 8 hours of cumulative flying for the day.

While we both had no currency issues and had sufficient recent experience, it's undeniable that pairing constructions that culminate in 8-9 hours of block time landing close to midnight on day three of a trip that consisted of two to three legs every day with aircraft swaps only add to fatigue. In this new era of COVID, there are added stresses which only serve to raise the overall underlying level of surge fatigue that exists from operating on the front lines and dealing with constant change. While I take full accountability for my actions and omissions, I have concerns over the impact of future pairing construction given my recent encounters.

With respect to lessons learned, our encounter highlights the importance of an early go-around in dynamic weather conditions when the approach is not coming together as planned. As mentioned in the narrative, it's undeniable that pairing constructions that culminate in 8-9 hours of block time landing close to midnight on day three of a trip that consisted of two to three legs every day with aircraft swaps only add to cumulative fatigue. We are operating in a new normal, and pairing design and construction should consider the added underlying level of fatigue and operational stress that cannot be easily mitigated. Pairings with a 3-2-3 leg-day design with multiple aircraft swaps should be strongly avoided so as to not be conducive to creating conditions ripe for encounters such as the one described above.

## Synopsis

Air carrier Captain reported a flap misconfiguration leading to an unstablized approach and go-around.

ACN: 1760864

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 4000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1760864

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1760874

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Captain - PM. FO - PF (First PF leg in nearly 2 months - briefed as a threat during the brief).

Weather conditions - Turbulent air and smoke causing low visibility and low level wind shear up to short final. Reported calm winds on the ground.

ZZZ traffic was moderate and spacing was tight.

ATC had given a clearance of 250 KIAS and a descent to 6,000 feet shortly after departing ZZZZZ on the ZZZZ4 arrival to join up for the ILS for [Runway] XXL.

Inside of 15 DME from ZZZZZ1 ATC clearance was to slow to 170 KIAS and at or above 4,000 feet.

Approaching the 90 degree turn at ZZZZZ1 ATC apologized for the late turn clearance and asked if we could still join the localizer for XXL, in which we responded we thought we could.

Autopilot was engaged as the aircraft was approaching 4,000 feet while the PF turned heading to intercept the inbound course. The clearance was inbound course only yet the PF reached to engage both autopilots and arm approach mode. Instead of engaging the second autopilot the PF inadvertently depressed autopilot 2 button disengaging the autopilot all together. PF announced "autopilot disengaged, I have control." This happened while in the turn and the aircraft was leveling. In the brief confusion of the autopilot disengagement as the crew sought to arm the LOC the PF allowed the aircraft to dip below 4,000 feet. The PM announced the altitude and the PF began to correct. The speed brakes had been out during this time to assist with the 170KIAS request and at this time LS was creeping up. There was a lag in the auto thrust to re-spool the engines for dipping below 4,000 feet so the PF went to TOGA thrust momentarily to initiate the spool up which sequenced the go-around function. Once LS and VS reversal was accomplished the PF moved the thrust levers to idle which disengaged the auto thrust and degrading automation even further. The PF announced that the auto thrust was disengaged. With the initial increase of power the aircraft climbed to roughly 4,500 feet. All this took place in about 10-15 seconds. This created a high level of initial confusion as the PM worked to reload the arrival and approach as well as respond to ATC to further slow to 160 KIAS and cleared ILS XXL. The crew worked together to rebuild the automation, silence the altitude aural warning, and re-engage the autopilot and autothrust systems while configuring the aircraft. All this was completed well before the FAF and even with shifting winds on final the remainder of the approach and landing was uneventful.

Even though there wasn't a deviation from regulations and in fact ATC thanked us for our

"help" with the late intercept clearance and tight spacing there is plenty to learn from here.

Key take-always:

Fatigue played a factor - prior to departing from ZZZ1 there was a ground delay for roughly 40 minutes while passengers were on the aircraft. Weather departing ZZZ1 continued to play a factor with low level wind shear with thunderstorms in the vicinity. The flight was a 5 hour leg to ZZZ.

Lacking proficiency played a factor - this was the first leg in which the FO was the PF since July.

Responding reactively to ATC's requests which caused the crew to be rushed.

Instinctively degrading automation instead of using automation to reduce work load by the PF. Lack of proficiency in rebuilding the automation by the PM. However, good leadership by the Captain and good CRM by both crew members allowed for a successful outcome and a good learning.

Narrative: 2

[Report narrative contained no additional information.]

Synopsis

Air carrier flight crew reported an altitude deviation and cited fatigue and lack of flying as contributing factors.



ACN: 1760833

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 7000  
ASRS Report Number.Accession Number : 1760833  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Pre-flight  
Result.General : Work Refused

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was informed yesterday, by Chief Pilot, that I am expected to fly when I am fatigued, if I expect to be paid. I experienced a fatigue event back on date, during which I didn't feel adequately rested to fly. I was unable to get an appropriate amount of sleep at home due to various issues and was not comfortable trying to fly 4 legs, in and out of 3 different airports, during an XX 1/2 hour duty day, on a little over 2 hours of sleep. Evidently, my XY+ hours in the Captain's seat is not enough time for me to determine whether or not I'm sufficiently rested enough to fly.

I'm not a "morning person," and I don't typically fly trips that sign-in before XF:00 AM. But, because my original sequence was canceled due to COVID-19, I was assigned a trip that signed in at XC:00 AM. I went to bed early the night before, but awoke after a couple of hours of sleep and was unable to go back to sleep. While getting ready for the trip, I recognized that I was not adequately rested and I called in fatigued at approximately XA:30 AM.

I believe that if the company is going to assign trips, there should be some consideration given to circadian rhythm and preferences of the Pilot being assigned.

## Synopsis

Air carrier Captain reported calling in fatigued and being told months later they are expected to fly fatigued.

ACN: 1760818

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Environment

Flight Conditions : IMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 4849

ASRS Report Number.Accession Number : 1760818

Human Factors : Training / Qualification

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 1100

ASRS Report Number.Accession Number : 1760819  
Human Factors : Troubleshooting  
Human Factors : Training / Qualification  
Human Factors : Distraction  
Human Factors : Confusion  
Human Factors : Workload

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I am writing this narrative in regards to a possible pilot deviation from earlier today date at ZZZ around XA:45 local time. My ZZZ1 based First Officer (FO) and I (ZZZ2 based Captain) were working Aircraft X to ZZZ3 and were cleared to depart Runway XX L with a climb via the ZZZZZ2. This SID has an initial heading of 356 and a slight right turn to 013 before reaching the first fix of ZZZZZ1. With that said, the event went as follows: we were cleared to takeoff, RNAV to ZZZZZ1, FO executed a standard ALT-To takeoff and rotated at VR. At acceleration altitude, (around 1,400 feet MSL or 800 AGL), I was given a frequency change to departure and we entered IMC 100 feet later at 900 AGL. I switched, but the wrong frequency was programmed in so I went back to my chart to locate the proper one. I also completed the after takeoff flow and noticed a drift to the right of the course. The Departure Controller was talking to another airplane and then started to call our call sign instructing us to fly a heading of north. First Officer was still hand flying and complied. The Controller stated that we were within a few miles of Aircraft Y climbing off Runway XY at ZZZ4. Neither of us got an RA but we did get a TA. The rest of the departure was uneventful and we landed just under an hour later in ZZZ3. My FO was following the flight director. I did verify that the correct runway and SID was programmed in the FMS. I believe FO started to drift and when the flight director made the right turn for the SID FO overreacted not fully realizing we were already to the right of the course. According to the track log, we got to a heading of 085 at 2300 feet MSL (1,600 AGL) before we started correcting back to the north. This entire event lasted under 45 seconds from takeoff.

My FO is trying to complete hours for consolidation, was the pilot flying. FO was hired last year but didn't fly enough to consolidate, plus COVID hit and the base was closed for several months. FO had flown three legs prior in the sequence and FO's flying was up to standards. This was [the] FO's first real encounter with IMC conditions below a couple thousand feet. I think everything was moving faster than FO expected and just started to drift then over shot the turn due to the flight director's abrupt movement.

It's my opinion that FO should really focus on maintaining the directions on the SID and to double check before making turns when hand flying a SID.

## Narrative: 2

I was pilot flying, this was the second leg of the day and also my second leg of pilot flying for the day. Everything had been programmed, verified, and confirmed for the ZZZZZ 2 RNAV departure off of Runway XXL. As we were climbing out I knew to expect a right hand turn to 013. Meanwhile, the Captain was heads down programming the Departure Frequency. The profile was flown correctly and as I called for the after takeoff checklist, the flight director started to make the right hand turn, I followed the flight director and then realized that I was going off course to the right and was on a heading of 050 and needed to correct to the left, and as I was going to ask the Captain to verify that I needed to not follow the flight director, ATC called to give us a heading of 360. I immediately complied with that heading and then we received a traffic advisory within 5 miles and 1,000 feet. I believe it was 1,000 feet below. This all happened in a matter of 30 to 45 seconds in Instrument Meteorological Conditions. After the heading of 360 we complied with the next heading of 085 and then direct to a fix. Even after the event we went back to verify, once again, that the correct departure was in with the correct sequencing and courses and it was. I am a low time pilot. I only have XYZ hours in the aircraft and XX hours towards the second round of consolidation at the completion of this day. I was released from IOE on date. I then sat airport standby for almost 2 months straight with little actual flying. I was scheduled for consolidation flying in March and with approximately XX hours in the airframe flew with a crewmember who tested positive for COVID-19. I was then removed from duty to quarantine for 14 days. I was unable to complete consolidation and was sent to recurrent/retraining training in May. Due to the COVID-19 pandemic I did not fly an aircraft again until July. Since then I have just over XX more hours in the airframe and seat.

I believe the cause is lack of flying time, and over reliance on automation. I was flying the flight director but it was giving erroneous readings.

Suggestions for erroneous flight director guidance in simulator scenarios.

## Synopsis

Air carrier flight crew reported a track heading deviation and cited First Officer's lack of flying as a contributing factor.

ACN: 1760738

## Time / Day

Date : 202009

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Toilet Furnishing

Aircraft Reference : X

Problem : Failed

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Lavatory

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1760738

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors  
Primary Problem : Aircraft

## Narrative: 1

ZZZZ-ZZZ 14.40 duty day operated Aircraft X with XXX souls on board with 3 working lavatories. Cockpit informed us we would operate all lavs in order to depart but not have running water in the other lavatories. Captain's decision. Cockpit had 1400 sanitary wipes boarded. FA's not comfortable with non COVID procedures so it was agreed to lock other lavs off and operate only 3 lavs with running water. Please note ZZZZ has increased their COVID protocol due to increased COVID numbers.

Under no circumstance should an aircraft operate without the ability to wash your hands especially on long range flying. As a situation arises during a pandemic, even though a policy has not been updated to reflect COVID procedures, it is imperative a Captain make a decision based on the health and safety of the crew. We had 3 working LAVs. That's not acceptable during COVID. CDC recommends hand washing.

## Synopsis

Flight Attendant reported there were only 3 fully operational lavatories during a long haul flight.

ACN: 1760736

## Time / Day

Date : 202009

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1760736

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments



Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While A [Flight Attendant] was doing her final walk through prior to takeoff, she noticed a child seat behind the exit row. I was C, and could not see the seat from where I was standing in the exit row, and did not notice the passengers placing it during boarding. I was busy greeting passengers as they walked through, and telling people who sat in the exit row that they were seated in the exit row, and verifying they were willing to sit there. One woman was not responding to me, and I realized she could not hear me. She said her ears were blocked from the last landing, and they had not cleared. Since she was unable to hear or respond to my questions, I told her I would have to re-seat her. A gentleman in the exit row loudly said she was sick, and should not be allowed on the plane. I asked her if she was sick, and she said no. She appeared to be congested, which is likely the reason her ears blocked on landing. I had her trade seats with another passenger, briefed the exit row and secured the forward cabin from the exit row forward. When I got to the front, I informed A the exit row was briefed and the forward cabin was secure. I did not hear a PA that the aft cabin was secure. I informed the A that the woman I moved from the exit row could not hear, that she was congested but said she was not sick. The A said she did not appear sick or have any COVID symptoms when she boarded. I said congestion could be a COVID symptom, and A seemed surprised, and said she never heard that. By then operations was in front with us, and he and A said all I was required to do was ask if they are sick, and if the response is no, then we leave it alone. I did not know if the passenger had allergies, a cold, or something more serious.

The A was doing her final walk through prior to takeoff, and noticed a child seat directly behind the exit row. Someone notified the Captain, and A and D quickly had passengers change rows. The captain rang, I answered, and he asked if they were finished. I said I was C in front, and they were not quite done. He asked to be notified, and a few seconds later I let him know the exchange was complete.

## Synopsis

Flight Attendant reported a passenger that sat in the exit row had hearing problems and was displaying symptoms of possibly being sick.

ACN: 1760679

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Tower

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1760679

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

19.6 mile final switched to Tower cleared on visual approach. Tower Controller was working both Ground and Tower on same frequency. She was giving clearances to taxi to entire bank. Controlling approaches and takeoffs and all the ground traffic. When there is a light load. It is distracting. When the Ground push with all the readbacks and Controller directions during a bank push this is very unsafe for the pilots flying the aircraft. Unsafe unsafe unsafe! I wanted to turn off the Tower frequency.

Controller working multiple frequencies.

Make Controller only work the Tower frequency. Flying pilots should not hear Ground Clearances on the Tower frequency.

## Synopsis

Air carrier pilot reported being distracted by the Tower Controller working Ground and Local Control.

ACN: 1760619

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 257

Relative Position.Distance.Nautical Miles : 15

Altitude.MSL.Single Value : 10500

## Environment

Weather Elements / Visibility.Visibility : 10

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Corporate

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Route In Use : Direct

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 14500

Experience.Flight Crew.Last 90 Days : 30

Experience.Flight Crew.Type : 1800

ASRS Report Number.Accession Number : 1760619

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

We planned to depart ZZZ VFR before the Tower opened and pick up our IFR clearance from ZZZ Center airborne. The Tower opened as we approached the runway. We received our clearance on the ground. I overshot my cleared altitude (10,000 feet MSL) while rolling out on course. No traffic nearby.

Extremely early departure, very limited recent flying due to pandemic, very limited recent night operations.

## Synopsis

Corporate pilot reported overshooting assigned altitude on departure.

ACN: 1760614

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 350

Relative Position.Distance.Nautical Miles : 9

Altitude.MSL.Single Value : 2500

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Haze / Smoke

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Descent

Route In Use : Direct

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 1366

Experience.Flight Crew.Last 90 Days : 22

Experience.Flight Crew.Type : 871

ASRS Report Number.Accession Number : 1760614

Human Factors : Situational Awareness

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Ambiguous

## Narrative: 1

During a personal flight, I observed smoke associated with a fire, and lots of aerial traffic swarming around that area, according to ADS-B. The location of the fire was approximately X NM NW of ZZZ1, while I was flying a line between ZZZ and ZZZ1. My EFB software was not showing a TFR in this location, but did show other TFR's. The activity suggested there was a TFR, so I adjusted my position to be further east. Checking the FAA TFR site on my phone upon landing ZZZ1 showed there was a TFR created since my preflight briefing at home, but before entering the area in the flight. I believe I remained clear, but very close.

Contributing factors:  
TFR was created in that window of time between briefing and flight. In-flight data is relied on for these updates, but the TFR did not post in time. ATC has been difficult to get flight following since Pandemic made them busier, so I stopped trying for short flights.

Discovery was recognizing the situation, and corrective action was making room for fire fighting.

## Synopsis

Pilot reported flying nearby an area of smoke and was unable to find an associated TFR. After the flight, pilot confirmed a TFR was active but did not post in time on EFB software.

ACN: 1760576

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

## Component

Aircraft Component : Toilet Furnishing

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person : Repair Facility

Reporter Organization : Air Carrier

Function.Maintenance : Inspector

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1760576

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected : Routine Inspection

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

In compliance with the FAA directives for water sanitation due to time constraints we started to just replace the lav faucets with serviceable units from stock. The manual requires a 24 hour soak in sanitizer and RON work this cannot be complied with so we sent them to the shop for this. It was discovered that when in the shop this step was being left



out because work was being done per MM and it lacks the sanitation step. This was brought to quality control and shop management. The answer was to send these out to a vendor who still follows the MM and they are still not getting the required sanitation step.

## Synopsis

Maintenance Lead Inspector reported a step was being skipped during lavatory faucet sanitation procedures.

ACN: 1760562

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1760562

Human Factors : Troubleshooting

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I had felt since my trip on beginning of month that the spraying being done in ZZZ was not being done as it was supposed to be due to the lack of smell and wetness that is left at all other stations. On (date) we were advised spraying had been done on aircraft and that he had done it prior to our boarding as the stairs were down next turn in ZZZ the overhead bins were closed when we boarded, so they apparently were not sprayed as they were dry but they told the Supervisor it was and we were told to board. We had been at gate the whole time and aircraft had been secured with stairs up.

Today the FO and I were on aircraft when sprayer showed up to spray we observed him spray at first bins on only one side then it was a spray here and spray there missing most bins. We got off aircraft as he got closer to us. I was in jetbridge for flight before due to mask issue and overheard the FO ask the sprayer about the spray process and the sprayer insisted he did every bin. The FO walked back on the aircraft with the sprayer and checked overhead bins where some were wet and most dry. The sprayer at that time resprayed correctly. We then notified via company that tables had not been cleaned by anyone, however they had left the clean checklist which was actually put in jetbridge and signed off on before anyone had done anything on aircraft. 3 people were sent back to clean trays tables. One female went through cabin putting trays down in aisles. A male showed up with what appeared to be a wet rag and another females showed up with a wipe as well. I was finishing up that I mentioned earlier and when the cleaners got off the other FA came up and told me she watched them wipe the aisle trays but never lowered the trays in window seats and clean them. I checked a few trays and there was food and dirt still on some trays.

As I am discussing this with pilots and we send another message via company the gate agent comes down and tells us to write a report on it and board. Instead we requested cleaners to come back as the cabin was not up to airlines standards and did not reflect what we tell passengers in our announcements. A supervisor showed up asked what happened we told him and showed him a couple of the tray tables. He left came back and cleaned them himself. All of this caused us to be delayed 30 mins which would never would have happened if they had just cleaned the airplane properly the first time.

## Synopsis

Flight Attendant reported cleaners did not sanitize the aircraft per company standards/policy.

ACN: 1760561

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1760561

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passengers in XX1 and XY2 boarded the aircraft in ZZZ wearing neck/face masks. They removed those during flight and put on white mask with a filter valve that had hose connected to it and the other end connected a powered air filter that hung around their necks. When I talked with both of them I advised them they could not use the air filter or a mask with a valve. He began to argue that he called reservations and was told it was fine. He then demanded for me to show him where it said that. I pulled up the face mask information with no valves he took picture of page. At that point passenger took her mask off and replaced it with the neck/face mask she wore on boarding but he did not. When he was ready to deplane he changed mask he was wearing back to the neck/face mask he had originally worn as he boarded.

## Synopsis

Flight Attendant reported passengers wearing non-approved face masks.

ACN: 1760560

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1760560

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

I noticed inbound to ZZZ that for the outbound back to ZZZ1 we were scheduled to have a blind passenger. Inbound we had an aisle chair and 2 unaccompanied minors. Immediately

upon arrival into ZZZ, the agent opened the door and walked away. We had no paperwork for the return flight and the time period after that was plagued with over tasks, issue laden, behind schedule and a myriad of other issues. Cabin cleaners literally swarmed the aircraft. We had the inbound aisle passenger in first class that eventually needed to be taken off the aircraft and her family was up and about the cabin trying to retrieve her items while deplaning was commencing, one row at a time due to COVID procedures. The cabin cleaners were crowding me in the galley and one had entered the lav to clean. More were trying to get on the aircraft to clean while passengers were continuously deplaning due to the row by row deplaning. The cabin cleaners were so aggressive that the FO eventually halted them from entering the aircraft and would not let the one in the lav enter the cabin. The aisle chair assists were also in the aisle talking to the passengers (without the aisle chair) during deplaning. It was total chaos.

After the passengers were all off, the assists came on to get the aisle chair passenger and I had 2 unaccompanied minors to take to the terminal. There were no assists to take the unaccompanied minors since they were terminating. I had to wait. When I got back from taking the unaccompanied minors out, the cleaners were finishing up. We were already running behind schedule and the agents were buying passengers off the flight. By this time, I had forgotten that I had looked ahead and noticed the blind passenger for the flight home. The blind passenger was not pre-boarded, which further contributed to my lack of remembrance. The pre-boarding of special assist passenger is the best cue and reminder for required briefings. This did not occur for this passenger on this flight. She boarded with regular boarding with her traveling companion.

Boarding was further complicated by the over sales and the volunteers being seated at the last minute, one by one. The agents had to come onto the aircraft several times for seat counts. We had oversized baggage in the last row which needed to be checked also. I was trying to get the baggage up to the front to be checked while the agents were counting seats and the aisle was not clogged. I had called the FA in the back to send up the bags but he was dealing with seat dupes. I called a second time to get the bags up before the last few people were put on the aircraft. I finally had to make a PA for the passenger to bring the bags to the front of the aircraft. The agent was in the last row dealing with seat dupes; apparently the entire row was duped up. I finally got the 2 bags up from the front. Previous to this I had to obtain, in advance for the agent, the final destination of the passenger bag. Another agent came on to do another seat count while the one was dealing with the seat dupes. Four or 5 more passengers were boarded. Then there was another issue with whether or not a blocked seat near a FA jumpseat could be used. Needless to say, there was much over tasking and task overload by FAs AND agents.

During taxi out I remembered and called all the other FAs to alert and tell them we needed to get the briefing done after we got in the air as we were getting ready to take off. Again, there were issues after takeoff, several call lights and other needs which caused me to forget again. It was about 45 minutes prior to landing that I remembered and asked the other FAs if any of them had briefed her as she was sitting in row 22 and I had alerted them right before takeoff. None of them had briefed her so I immediately went to brief her. I apologized. I asked if she traveled frequently and she said yes. She was traveling with another person. I apologized again and told her I should have already briefed her but she did not pre-board and I had missed it. She said she did not pre-board as she must not have been in the gate area at the time. I briefed her and apologized again and mentioned the heavy task load which was no excuse.

Honestly I don't know if this could have been prevented yesterday. It was the most chaotic day I've had at work in ages. One of the biggest distractions was the action of the cabin

cleaners. Although I understand why the policy exists for them to enter the aircraft ASAP. I'm not joking when I say they literally swarmed the aircraft yesterday. There were so many other issues at play yesterday that it was a perfect storm. They were relentless until the FO stepped in and kept them from entering the aircraft. There was a lot going on in first class with the aisle passenger and her family and the cleaners swarming the area and the galley made it worse. It was crazy. I pride myself of doing the best I can and accomplishing these required briefings in a timely and professional manner. I don't like that I missed this one, and that the accountability of the rest of my crew failed also. That's just how unreal and crazy yesterday was. In the end, the briefing was done.

## Synopsis

Flight Attendant reported failing to conduct a required briefing after many distractions during deplaning/boarding including cleaners entering while passengers were deplaning.



ACN: 1760544

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Airspace.Class B : ZZZ

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1760544

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I am reporting this due to minimum crew onboard. During the boarding process from ZZZ-ZZZ1, I noticed that a passenger in the jetway was not wearing a face covering. When she entered the aircraft, at the forward entry, I politely asked the passenger if she had a face covering or a mask and if so, I kindly asked her to put it on. She shook her head and said "Whatever." I politely informed her of policy concerning wearing a face covering throughout her journey and offered her a complimentary mask. She appeared to be searching for her personal mask in her purse and refused a complimentary mask and walked away.

After the boarding process was totally complete, the Ops Agent confirmed with me that all of the passengers were onboard.

I proceeded to make the All Passengers Onboard PA. Afterward, I closed a few forward overhead bins a concerned passenger informed me that when she went to the aft lavatory, the passenger who came onboard without a face covering had taken it off. I thanked the concerned passenger and reminded her that the mask can be briefly removed for eating or taking medicine and also, thanked her for bringing it to my attention.

Because, it was brought to my attention. I proceeded to address the passenger who boarded without a face covering and noticed once again that she was not complying and was not wearing a face covering. I politely approached her and kindly asked her to comply with airline policy and to put on her mask. Before, I could say anything else she immediately interrupted me and her tone of voice became aggressive toward me. In her aggressive tone of voice, she said: "What! You got a problem with me." I said no ma'am and quietly walked away.

Because, she was not wearing a mask and her tone of voice elevated and she became aggressive. I did not want any potential traveling droplets to make contact with my eyes. Therefore, I quietly walked away.

At this point, we were still at the gate and I knew I only had a short window to have the non-complaint passenger addressed concerning her not wearing a face covering.

Therefore, I went to inform the Captain but he was in the lavatory. Also, I knew the Ops Agent had confirmed with me that boarding was complete. Then, I asked the C-Flight Attendant to stand at the forward entry, so, I could notify the Ops Agent for the appropriate Ground Operations or Supervisor to address the non-complaint passenger then I returned back to the aircraft.

When the Ground Operations or Supervisor(s) arrived, I remained in the forward entry while they talked to the non-complaint passenger. I am not sure what she told them or what they said to her, but she and someone traveling with her were escorted off the aircraft. After, they deplaned. The Ops Agent said goodbye and closed the door.

With the world-wide spread of the coronavirus that could potentially spread through respiratory droplets, from person-to-person. In my mind, I was thinking this is a precaution COVID concern for the health and safety of the wellbeing of every passenger and crew member onboard and the best time to address policy is before we pushed back or have to return back to the gate because of a non-compliant passenger who was not

wearing a face covering. The Captain was in the lavatory, the boarding process was totally complete and confirmed by the Ops Agent that the last person had boarded the aircraft. I had made the All Passengers Onboard PA. The concerned passenger was watching me after I spoke to the non-complaint passenger to see what I was going to do about the issue. I wanted to be proactive and take precaution, before closing the forward entry door, or possibly having to return back to the gate with a potentially bigger problem. The forward exits were monitored by Flight Attendant C. The aft exits were monitored by Flight Attendant B. When I returned back to the aircraft both Flight Attendants were visible to the passengers.

In closing, for the safety, health, and wellbeing of all of our passengers, the crew, and myself, I am committed to upholding airline policy and value every customer, their concerns, their health, their safety, their wellbeing, their business, and their flight experience when they board our aircraft.

I believe it would be helpful if someone from ground operations could be visually within reach, for at least the last ten minutes before departure, to address or assist with any matter that may occur onboard or during the remaining minutes before departure time.

## Synopsis

Flight Attendant reported a passenger was removed due to non-compliance with face mask policy.

ACN: 1760539

## Time / Day

Date : 202009

## Environment

Light : Daylight

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1760539  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Me and the C Flight Attendant were in the forward cabin just talking when a customer brought to the C Flight Attendant attention that a customer did not have his mask on. I

personally did not interact with the customer. The C just turned around and said that he was sleeping and that was that. I made PA during the flight reminding passengers of our mask policy. I would make the PA if passengers were sleeping as a way to not single people out.

Talk to all crew members so everyone is together on the mask policy so one person is not more easy going than the other and not making one flight attendant look bad for being scene as "the mask police".

## Synopsis

Flight Attendant reported a passenger did not comply with face mask policy.

ACN: 1760536

## Time / Day

Date : 202009

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1760536

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

When we landed on ZZZ I talked with operations about working together on these bag issues and masks. More details outlined below of what was said below and suggestions.

Flight XX ZZZ-ZZZ1 a very large number of passengers were coming on board not wearing masks (pulled down around neck or not covering nose). I had to stop boarding and address the situation and met with hostility. In their seats I had to address it again. Prior to takeoff I had to have operations come down and address it. The worst offender had an altercation even then. Operations Person X did stand her ground. I had said I want them removed. One of the people traveling said he was the older relative and would take accountability for them. I looked at her we decided to go; it was time to push. It wasn't until she was closing the door that I got the full story of what transpired up top prior to them coming down. It all has to stop.

When I checked in for this 3 day...as I walked through ZZZ Airport 2 TSA agents just sitting on a bench no mask! yep! I see police with mask below their noses. These people won't enforce the rules. ZZZ1 is a code red COVID.

I cannot fully do my job and protect passengers nor ourselves unless management steps it up, please...asking for help. We carry people with all types of health issues. The other day Passenger X had to have his COVID test then start his treatments. Only to have a few rows back of them a 2 year old with a non-compliant parent screaming and kicking back of its seat if the mom even held up the mask.

Other thing I had this 3 day [were] pilots not even knowing 2 year olds had to wear a mask. Or the no medical conditions preclude wearing a mask. In the last 14 days I actually worked, only 4 cockpit crews wore mask properly.

We have great policies in place; however lack of execution has got to change. Passengers notice when our promise isn't fulfilled and employees don't feel safe. Staff have been fabulous about putting out what is expected. Follow-through isn't there from whomever/departments that are tasked to do just that. 1st and [foremost] IF OPS HAS TROUBLE WITH A PAX/PAXS tell us prior to them coming down. If masks are off again...which they usually are then they don't board. That would have made not only this flight but many others go so much better. Passengers appreciate it when they see us enforce policies. The ones I have to address are the ones ALL THROUGH a FLIGHT I have to continually ask to place mask back on. (I'm not talking about just slipping off the nose). Ground (customer service and operations) must monitor gate area and have passengers comply with mask upon entering the area. If a child refuses to place mask on this is when denying boarding must be made. They do not keep them on in the aircraft either. Listen to the parent if they say child won't wear one. They know that child better than we do. Every single one we had trouble with said that. Passengers know when they buy that ticket that their child won't comply and will get away with it. Start fining passengers and employees for non-compliance. It is hard when I work with FAs not agreeing and not enforcing the policy. More don't than do. Please go back to having unannounced check rides. Our passengers are too precious of a commodity to not be protected or have FA's sit and not at least go through the cabin and pick up trash. Some don't get up at all. So much it breaks my heart. Our passengers are everything to me. I love it when I do get a crew. Pilots need to be checked. Personal opinions need to stay out of carrying out policies and procedures especially with this Pandemic. They need to wear a mask if visible in the cockpit during boarding when passengers can see them. WE HAVE DUTIES TOO THAT MAKE WEARING MASKS DIFFICULT. They could be removed briefly while doing a preflight check then put it back on. This is causing a lot of trouble with blow back while trying to enforce mask rule.

Pilots are revered as should be; it took a lot to get to their position. But don't let that put another work group at a disadvantage. It shows that our safety promise is all for air.

## Synopsis

Flight Attendant reported observing multiple events of non-compliance with face mask wearing among passengers and crew members, and cited a lack of policy enforcement as a contributing factor.



ACN: 1760463

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : N90.TRACON

State Reference : NY

Altitude.MSL.Single Value : 8000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : N90

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Descent

Airspace.Class B : EWR

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1760463

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1760466  
Human Factors : Workload  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Time Pressure  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Detector.Automation : Aircraft RA  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

At 8,000 feet, we were issued a 040 heading by Newark approach. After a few minutes on this heading, we received a Traffic Advisory on TCAS showing the traffic at our altitude 5 miles away at our twelve o'clock position. Both of us started to scan visually for the traffic and I asked the pilot monitoring to query the Controller. The Controller was so busy issuing instructions to other aircraft and not leaving any time for us to call him without stepping all over other transmissions. As the traffic approached 3 miles away, we received a Resolution Advisory at the exact same time that the Controller called us and issued us a descent to 4,000 feet. I disconnected the autopilot and started an immediate descent to 4,000 feet complying with the RA and the approach controller's instruction. During the descent, we acquired the traffic visually and estimate we were about 1-2 miles away and about 500 feet below and descending away from the traffic. Since the controller's clearance coincided with the Resolution Advisory there was no altitude deviation. As we leveled at 4,000 feet, we informed the Controller that we responded to an RA during our descent.

Approach Controller issued us a vector off the arrival but not a descent. He was working too many aircraft, forgot about us on a heading at 8,000 feet and issued us our descent instructions from 8,000 feet to 4,000 feet too late to avoid a TA and RA.

The Newark Approach Controller seemed extremely busy working all the aircraft in this area until handoffs to Newark Tower. Normally we are handed off to another Controller before Newark Tower. We had a hard time checking in with him during the handoff from Washington Center as well as when we needed to query him about the traffic advisory. He was leaving no time between transmissions to let other aircraft transmit. I believe his area

of responsibility and all the aircraft he was working led to task saturation and he forgot about us on a 040 heading and at co altitude 8,000 feet with the approaching airplane. His descent instructions were probably about one to two miles late and this lead to the TA and RA event. I think this would have been prevented if this Controller was not working such a large area and volume of airplanes.

## Narrative: 2

Talking to Newark Approach Control [Actually N90], we were on an assigned heading of 040 deg at 8,000 feet. We got a traffic alert and saw that there was a target at our altitude just inside the 5 mile ring. I tried to query ATC, but he was so busy that I couldn't contact him. The next three things seemed to have happened almost simultaneously. We got an RA starting monitor vertical speed, we saw the traffic, and ATC issued a descent to 4,000 feet. The Captain turned off the autopilot and began a descent. We estimate that we were 1-2 miles away from the traffic with about 500 feet of vertical separation. It took me a while again to get a chance to notify ATC of the RA because he was so busy.

I believe that the workload of the Controller was too high. Not only was he working too many aircraft, but the frequency was so congested that it was extremely difficult to initiate communication with him. I understand that the NY area airspace is extremely busy, but this seemed worse than other times that I have flown up there.

I know that lately controllers have been working multiple sectors due to low traffic volume. If that is the case in this instance, it is my opinion that the volume was too high for one controller to manage safely.

## Synopsis

Air carrier flight crew reported experiencing an RA inbound to Newark and cited Controller workload as a contributing factor.

ACN: 1760452

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1760452

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

At the gate, just prior to pushback, a Flight Attendant came up and informed me that she had a passenger who was "non-compliant" in regards to face mask usage. She informed

me that three flight attendants had already spoken to this passenger and he still refused to comply. I called for a Customer Service Manager to remove the passenger. The Manager arrived a few minutes later and the passenger was removed.

Some people view face mask usage as some sort of infringement on their personal rights. The airline has made it very clear that using a face mask is a requirement.

I think the airline has done an admirable job in communicating the mask usage policy. Gate agents, flight attendants, and the Captain all make announcements regarding this requirement. People will always want to test the limits. I feel removal is the right move, and sends a message that the policy will be enforced as much as possible.

## Synopsis

Air carrier pilot reported a passenger was removed due to non-compliance with face mask policy.

ACN: 1760437

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 1000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1760437

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Executed Go Around / Missed Approach

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

### Narrative: 1

CA was Pilot Monitoring (PM) and FO was Pilot Flying (PF). As PF prior to descent into ZZZ [Airport], reviewed ZZZZZ 4, NOTAMs, and ATIS for expected RNAV GPS Y XXL. ZZZ Center cleared descend via ZZZZZ 4. Handoff to ZZZ Approach modified ZZZZZ 4 descent to 6,000 feet instead of 4,000 feet. While enroute to terminating fix ZZZZZ2, redirected to ZZZZZ1 while maintaining 6,000 feet instead of lower altitude. Also, no type of approach was assigned yet. Please note ZZZZZ2 was not on approach plate RNAV Y GPS XXL. Since an unfamiliar identifier and location of ZZZZZ2 was given, utilized FMS waypoints for situational awareness. Discovered ZZZZZ2 was only 5 miles away while still at 6,000 feet instead of 3,100 feet. Proceeded LNAV direct ZZZZZ2 then subsequently cleared ILS XXL while still very high. Also, haze prevented additional situational awareness to closing distance to ZZZ. PM reset FMS approach, DA, NAVAIDs, and briefed approach. PF initiated descent, disconnected autopilot, and started landing configuration. However, very late type of approach assignment (different than ATIS expected approach) and unusually high altitude (6,000 feet instead of 3,100 feet) prior to GS intercept made it impossible to achieve full landing configuration by 1,000 feet. Initiated go-around and told to maintain runway heading to 3,000 feet then 5,000 feet. Cleaned up aircraft maintaining runway heading. During climb, ATC directed 120 heading climb to 5,000 feet. PM repeated 120 heading and altitude without turn direction. ATC did not correct read back with missing turn direction. Based on current aircraft heading, initiated shortest direction left hand turn to 120 heading. During turn, ATC asked for steeper turn and PF increased bank to 30 degrees. New vector given to 090 and further climb to 6,000 feet. Subsequently received vectors for ILS XXL. Nominal approach and landing ILS XXL. Normal gate arrival and shutdown.

First, entire approach sequence must be considered in conjunction with the go-around event and subsequent climbout instructions. Second, this was the first flight after 4 months of leave for the PF and into an unfamiliar domestic destination. ZZZZZ 4 STAR was normal until approaching STAR terminating fix of ZZZZZ2. Third, directed to maintain higher than normal 6,000 feet instead of 4,000 feet. Fourth, upon reaching ZZZZZ2, approach directed to proceed to ZZZZZ1 without stating type of approach. Fifth, unfamiliar with newly assigned fix ZZZZZ1 which could not be found on ATIS expected approach of RNAV GPS Y XXL. Sixth, while at unusually high altitude, given approach clearance to ILS XXL. Seventh, higher than normal approach altitude (6,000 feet instead of 3,100 feet at ZZZZZ1) made it impossible to meet approach and landing configuration requirements. Eighth, during go-around, a possible partially blocked radio call from ATC provided only heading 120 and 3,000 feet. Ninth, PM provided read back of heading and altitude but ATC did not correct read back with missing turn direction. Tenth, based on current aircraft heading, turned shortest direction to assigned heading of 120. Eleventh, a partial turn instead of a 180 degree turn would help ensure proper turn direction. Twelfth, PF and PM were not aware of deviation until call to ATC.

ATC should assign type of approach upon initial contact. ATC should avoid approach clearances different than ATIS expected approach clearances close to FAF. ATC should provide adequate time and distance for descents to better able air crews to become properly established on approach. Please note ATC required 6,000 feet instead of 3,100 feet approaching ZZZZZ1 making it impossible to comply with approach and landing

configuration requirements. Fourth, ATC should correct read backs of missing turn direction when required. Fifth, provide partial turns instead of 180 degrees to ensure proper turn direction.

## Synopsis

Air carrier First Officer reported an unstabilized approach resulting in a go-around.



ACN: 1760411

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1760411

Human Factors : Workload

Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Gate Agent / CSR

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Since the removal of the baggage handlers from the ticket counter the agents are picking up all of the checked baggage. Granted, the number is much reduced from the pre-COVID days, but to go from lifting 5-10 bags per shift to over 100 is an OJI [On The Job Injury] waiting to happen. I understand it is part of the job, but I have suggested several times that we attempt to rotate the employees to share the lifting and minimize the injury risk, but it has mostly fallen on deaf ears. I believe this is a legitimate safety risk and I don't want to see anyone injured if it is preventable.

## Synopsis

Customer Service Agent reported that agents are doing baggage handling during the COVID-19 pandemic and may get hurt lifting so many bags per shift.

ACN: 1760403

## Time / Day

Date : 202009

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Work Environment Factor : Temperature - Extreme

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : X

Problem : Failed

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 16700

Experience.Flight Crew.Last 90 Days : 40

Experience.Flight Crew.Type : 3777

ASRS Report Number.Accession Number : 1760403

Human Factors : Troubleshooting

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Detector.Person : Flight Crew

When Detected : Pre-flight  
Result.General : Flight Cancelled / Delayed  
Result.General : Maintenance Action  
Result.Flight Crew : Returned To Gate

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Aircraft

## Narrative: 1

In the blocks the right pack tripped twice. Both times we submitted an ELB [Electronic Log Book] entry and maintenance was able to get it to reset after a fairly long cool down period. They felt it was the excessive heat in ZZZ and that it would operate normally on engine air. During taxi out with both engines running, we noticed an approximately 1% difference in FMC N1 limit values with the right side being higher, but no warning lights illuminated. This coupled with the flight attendants calling to report no airflow and excessive heat in the rear of the aircraft made it clear that there was a much bigger cooling issue. We tried various configurations to cool the rear of the airplane to no avail. As passengers were beginning to get up and express their discomfort we advised ground and ramp that we needed a gate return and that it was too hot to trouble shoot away from the gate. Maintenance later determined the problem to be the air cooling machine. Maintenance wanted to defer the pack inop. Dispatch refused a deferral due to the incredibly hot temperature in ZZZ. I fully agreed with the refusal due to our inability to keep the rear of the aircraft cool on initial taxi and COVID air flow concerns. A spare was found and the flight continued to destination. Flight was fully debriefed.

## Synopsis

Air carrier Captain reported an air cooling machine issue during taxi out resulting in excessive heat in the rear of the aircraft and a return to gate. Maintenance reportedly wanted to defer the issue, but the crew and Dispatch decided against it and opted for an aircraft swap.

ACN: 1760374

## Time / Day

Date : 202009

## Place

Altitude.MSL.Single Value : 5000

## Aircraft

Reference : X  
ATC / Advisory.TRACON : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Descent  
Airspace.Class B : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1760374  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Descending on the ZZZZZ 3 Arrival, in FMC level automation both laterally and vertically, we received a clearance to descend and maintain 5,000 feet. The PF set 5,000 feet in the altitude selector window, and the PM confirmed it. However, the PF did not press Altitude Intervention, and the PM did not verify that it had been selected. Therefore, the 9,000 feet crossing restriction at ZZZZZ1 remained in the FMC, and the aircraft leveled at 9,000 feet. ATC trapped the error, and we continued our descent to 5,000 feet and landed at ZZZ uneventfully.

The PM had not flown in almost three weeks and was admittedly a little "rusty." Flying regularly maintains proficiency with skill sets. This was the first leg of the trip and the PM and PF had never flown together before. The PF displayed very good attention to detail which may have contributed to the PM's lack of alertness and not challenging the PF when Altitude Intervention was not utilized to erase the 9,000 feet crossing restriction at ZZZZZ1. The PM must continually be asking his or herself "What actions would I take to ensure the aircraft does what I want it to do?" even when the PF is demonstrating a high level of proficiency. Another technique that would have ensured the aircraft's descent all the way to 5,000 feet would have been to utilize MCP level automation such as Level Change or Vertical Speed.

## Synopsis

Air carrier First Officer reported not making the second crossing restriction on arrival.

ACN: 1760348

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 125

Experience.Flight Crew.Type : 9750

ASRS Report Number.Accession Number : 1760348

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During boarding, flight attendants noticed four passengers that were being loud and disruptive and using foul language. There was discussion on the possibility of some of those in that group being intoxicated. Ground Supervisor was notified and came to address the situation. He elected to remove one of the passengers in that group. The determination was made between the crew to continue with the other Customers in that group.

Approximately 30 minutes before arrival in ZZZ1 the in-flight crew called the cockpit to request another Ground Supervisor meet the aircraft due to those remaining three individuals in that group refused to comply with putting their masks over their nose and mouth. Dispatch was not notified at the time due to task loading during the descent and coordinating with Ground Ops and the usual business during the descent/landing phase of flight. After helping ensure the situation was being resolved upon arrival, I neglected to contact Dispatch.

## Synopsis

Air carrier Captain reported a group of passengers appeared to be intoxicated during boarding. One of the passengers was removed from the flight, the others were reportedly not compliant with face mask policy during the flight.

ACN: 1760313

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 38000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Corporate

Make Model Name : Small Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Descent

Route In Use : Direct

Airspace.Class A : ZZZ

## Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 2748

Experience.Flight Crew.Last 90 Days : 55

Experience.Flight Crew.Type : 930

ASRS Report Number.Accession Number : 1760313

## Events



Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

Slow decompression event noted. Flight from ZZZZ to ZZZ. Thirty eight (38) minutes prior to planned crossing of ZZZZZ Intersection, windshield bleed valves were turned on, cabin defog was turned to high, and windshield bleed air was turned to the low setting. Cabin pressure held at about 8.5 PSI or 8,000 foot cabin. At approximately XA:OX clearance was given to cross ZZZZZ Intersection at 12,000 feet. This required a descent of 2,500 FPM. Descent was immediately initiated. A minute later descending through FL380, the cabin altitude greater than 10,000 feet annunciator illuminated. There were no noises, air pressure changes or other events noted by either the pilot or copilot. COVID masks and head sets were removed and quick donning oxygen masks were donned by both crew immediately and set to 100% oxygen with pressure support. Oxygen mask mike switch was switched to oxygen masks. Immediate descent was initiated, thrust levers set to idle, speed brakes activated, igniters activated. Cabin pressure reading did not rise above 11,000 feet during descent. Maximum descent was recorded as 5,000 feet/minute. Checklist was followed. Communication with ATC was attempted multiple times, but reported unreadable by ATC. Switched to main mike and reported descent due to loss of pressure. Formal emergency not declared due to adequate control of aircraft, cabin pressure stability, no obvious hull breach as well as adequate fuel to arrive at destination at lower altitudes. Pilot was wearing oxygen saturation monitor during the entire event, with saturations reaching a nadir of 93%. After reaching 12,000 feet, requested 10,000 feet and was granted. Masks removed, air conditioner activated to dehumidify the cabin due to excess moisture. From 10,000 feet to surface cabin pressure followed outside pressure. Uneventful approach and landing. Aircraft is currently in maintenance for evaluation.

## Synopsis

Corporate Captain reported a slow and manageable cabin decompression event.

ACN: 1760308

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 2500

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Turbulence

Weather Elements / Visibility.Visibility : 10

Light : Night

Ceiling.Single Value : 8000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Cruise

Route In Use.Other

Airspace.TFR : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Private

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 285

Experience.Flight Crew.Last 90 Days : 11

Experience.Flight Crew.Type : 280

ASRS Report Number.Accession Number : 1760308

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Exited Penetrated Airspace

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Airspace Structure

## Narrative: 1

I was level at 2,500 MSL along ZZZ1 X route northbound under ZZZ Class B airspace. Light haze, light to moderate turbulence and a strong 30 kt crosswind from about 220. I have flown this route several times. ZZZ Controllers kept me out of B airspace which begins at 3,000 MSL as they always do. After crossing XYZ I noticed bright lights of sporting field and thought about a possible TFR. I had ForeFlight running on my iPad but had accidentally disabled TFR layer. I switched on the TFR layer and found that I was in the middle of the airspace. I decided to remain on present heading noting that the sporting event was completely empty due to COVID-19, not wanting to turn out to a large area of inland water, and realizing that I would clear the TFR in less than a minute on heading. ZZZ Controllers with whom I was in constant contact did not advise of TFR nor did they seem to notice that I'd busted the airspace.

I should have been more thorough on the flight briefing. Obviously I did not consider possible TFRs in my planning. Originally I had planned on flying around Class B to the west but the winds aloft were quite strong and I realized minutes before departing that I could take the X route and cut 10-15 minutes off my enroute time. Additionally I had passengers aboard whom I thought would (and did) appreciate the scenic view of the X route at night. This caused me to change my route at the last minute. I had flown this route several times so I felt comfortable which led to some degree of complacency and corner cutting in my planning. I'm well aware that sporting events are common drivers of TFRs and I know about and have considered in the past TFRs in the area.

## Synopsis

Pilot reported violating a sporting event TFR during the COVID-19 pandemic.

ACN: 1760306

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Hangar / Base

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

ASRS Report Number.Accession Number : 1760306

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

This report is in response to the FAA's request for the general aviation community to submit reports about any COVID-19 related challenges to flying safely. The response of flight schools and CFI's to the pandemic situation has varied with individual states, flight schools, and instructors. Some have taken the risk seriously and applied risk management/risk mitigation actions such as disinfecting aircraft high-touch surfaces and requiring everyone to wear masks when flying. Others have proceeded with "business as usual" with little or no actions to address the COVID situation. While economic factors are strong and important, you can keep a flight school open and take reasonable actions to address the COVID risk to students, instructors, and staff. The two are not mutually exclusive. My own local flight school falls in the "business as usual" category as wearing a mask during flight is "too inconvenient." If you don't like the policy, you can fly elsewhere. This attitude is problematic for several reasons: a) flying with a mask is a minor inconvenience but does not typically interfere with communications or instruction on a typical GA flight so the benefit outweighs the cost; b) it sends the message that not every client is valued and the business is willing to cut you lose if you have a legitimate health concern; and c) it sends the wrong message about ADM [Aeronautical Decision Making] and risk management. CFI's deal with risks and risk management on every flight. COVID-19 is just a new risk to deal with that could impact crew health and safety. Why should

this risk be treated differently than other risks such as inadequate fuel or poor weather? Analyze and mitigate the risk! Those who don't take this risk seriously may not take other risks seriously either. Sounds like the hazardous attitudes of Anti-Authority and Invulnerability. Aviation and aeronautics are based on science. When you exceed the critical angle of attack, the wing stalls whether you believe it will or not. COVID-19 is also based on science, and simple risk mitigation steps are appropriate to help keep everyone safe and flying!

## Synopsis

Pilot reported concerns with some flight schools not requiring face mask to be worn during flights.

ACN: 1760296

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 3000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Initial Climb

Route In Use : Direct

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 850

Experience.Flight Crew.Last 90 Days : 16

Experience.Flight Crew.Type : 850

ASRS Report Number.Accession Number : 1760296

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I took off in Aircraft X with lighter than normal weight due to COVID...no passengers. It was just me and about 1/3 tank of fuel. The plane climbed much faster than I am used to. Typically, I fly at gross with fuel and passengers. On initial climbout I may have ever so slightly clipped ZZZ airspace. I was with ATC, and given the "own nav" instruction. I took that to mean I could continue my climb. However, that climb may have been just a little too fast. In the future, I need to be more careful when climbing when I'm significantly below gross.

## Synopsis

Pilot reported an airspace violation due to a fast climbing, lighter than usual aircraft.

ACN: 1760237

## Time / Day

Date : 202009

## Place

Locale Reference.Airport : ZZZ.Airport  
State Reference : US  
Relative Position.Angle.Radial : 350  
Relative Position.Distance.Nautical Miles : 5  
Altitude.MSL.Single Value : 6500

## Environment

Flight Conditions : VMC  
Weather Elements / Visibility.Visibility : 10  
Light : Daylight  
Ceiling.Single Value : 12000

## Aircraft

Reference : X  
Aircraft Operator : FBO  
Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear  
Crew Size.Number Of Crew : 1  
Operating Under FAR Part : Part 91  
Flight Plan : None  
Mission : Training  
Flight Phase : Cruise  
Route In Use : None  
Airspace.Class D : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : FBO  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Instructor  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Flight Instructor  
Qualification.Flight Crew : Commercial  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 1200  
Experience.Flight Crew.Last 90 Days : 1  
Experience.Flight Crew.Type : 1000  
ASRS Report Number.Accession Number : 1760237  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Training / Qualification  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew



## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Exited Penetrated Airspace

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Performed an intercom check on the ground, between myself and passenger, which was satisfactory. Departed on an introductory training flight as the instructor. It was my second flight using a mask required by our flight school's new COVID-19 related policies and procedures. The route of flight was to be per my normal introductory flight. Turned south towards ZZZ after above a safe altitude. Experienced difficulty communicating with the passenger as my mask was interfering with my microphone. I repositioned my headset's microphone from the outside to the inside of the mask which resolved the communication problem. At this point I identified the road which runs tangentially to the northern edge of the lateral boundary of ZZZ's Class D airspace. After initiating my usual turn to the West to avoid the Class D airspace, I realized that I had mistakenly used the wrong road which was 1 mile south of the correct road and I was now in ZZZ's Class D airspace. I continued turn to a northerly heading in order to exit the airspace and then continued on the introductory flight's route as usual.

I was momentarily distracted and failed to maintain situational awareness. As a result, I entered Class D airspace before establishing radio contact. Once the airplane began to turn, the error was apparent and immediately corrected. I should have prioritized tasks and addressed the intercom problem after ensuring correct navigation and situational awareness.

## Synopsis

Flight instructor reported difficulty talking to passenger while wearing a face mask and had an airspace violation while attempting to fix the communication issue.

ACN: 1760218

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 50

Altitude.MSL.Single Value : 16000

## Environment

Weather Elements / Visibility : Haze / Smoke

Weather Elements / Visibility.Visibility : 3

Ceiling.Single Value : 900

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Corporate

Make Model Name : Medium Large Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Direct

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 19000

Experience.Flight Crew.Last 90 Days : 30

Experience.Flight Crew.Type : 4000

ASRS Report Number.Accession Number : 1760218

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Staffing  
Contributing Factors / Situations : Human Factors  
Primary Problem : Staffing

## Narrative: 1

On a recent IFR flight from ZZZ1 to ZZZ we encountered very poor service from Approach Control facility. We were descending from FL380 anticipating radar vectors for the ILS Runway XXL at ZZZ. We were handed over to Approach from Center and experienced a challenging time trying to establish and maintain VHF communications with Approach. We had to request a descent numerous times during the arrival phase of our flight. Approach was managing a huge area of airspace with numerous aircraft and firefighting aircraft all trying to accomplish their particular mission. By the time I arrived at ZZZZZ Intersection of the ILS approach to Runway XXL at ZZZ I was still at 8,000 feet MSL and still trying to continue the descent. The Controller was just too busy to accommodate or even acknowledge our requests for descent. Since the advent of the COVID virus service from ATC has not been very good. I'm not trying to place blame on any individual controllers rather I'm trying to highlight the need for more ATC Staff. Operating shorthanded is dangerous. Please make it known that our air traffic control system is currently hobbled and I don't feel confident with their service right now.

## Synopsis

Pilot reported ATC being too busy to communicate with them while attempting to request a clearance to descend.

ACN: 1760152

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : IMC

Weather Elements / Visibility.Visibility : 3

Ceiling.Single Value : 800

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Engineer

Experience.Flight Crew.Total : 23000

Experience.Flight Crew.Last 90 Days : 50

Experience.Flight Crew.Type : 135

ASRS Report Number.Accession Number : 1760152

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Logbook Entry

Primary Problem : Logbook Entry

## Narrative: 1

I work for a Part 121 Airline and I'm kept current through them, but instead of six month check rides because of AQP we now do check rides over 9 months. So I keep a log to record approaches so I'm current for General Aviation. My friends who work for the airline tell me I'm always current as long as I work for the airline. I use a electronic logbook but my phone broke in March because of COVID all the apple stores where closed and I did not get it repaired until May. So I was not able to record my approaches. With the reduced schedules at work and my phone being broke I can't verify I have enough approaches to be current I talked it over with several people and they said I was current because of the airline requirements.

Which makes sense that if I can go fly an airliner I should be able to fly Part 91. Which in most cases is less restrictive. But I filed IFR flight on date. Afterwards I tried to find where I was still legal for Part 91 and could not find it. So on the date I got an IPC. To make sure I was legal in the future. But I might not have been current the day before.

## Synopsis

Part 121 pilot reported not being sure if he was current to fly a Part 91 flight.

ACN: 1760111

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1760111

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Upon deplaning in ZZZ the cleaners barged their way on board before any passengers had even deplaned. Crowding the galley and the First Class area. This is not safe for social

distancing purposes and disrupts the entire deplaning process. I explained they needed to wait for passengers to get off and the cleaners became very combative saying that they were following their protocol. The cleaner took off his mask to reprimand the D Flight Attendant after I pointed out their actions weren't safe. Furthermore, we have an hour and a half on the ground so such haste is not necessary. The practice of cleaners barging onboard and swimming upstream during deplaning is not safe and makes it even more impossible to socially distance. Cleaners in ZZZ need to be reminded to give passengers space upon deplaning. The practice of coming onboard immediately after the L1 door opens needs to be stopped. Cleaners should also be reminded to leave their masks on when interacting with flight attendants.

## Synopsis

Flight Attendant reported that cleaners were barging onboard and "swimming" upstream while passengers were trying to deplane.

ACN: 1760105

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1760105

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy



## Narrative: 1

It is very unsafe to allow passengers to sit in row XX 4/5/6 on Aircraft X due to social distancing. When the B FA is in their jumpseat, they are touching knees with the person in XX6. Having three people facing directly at the FA with only a foot or two of space is very unsafe, even with masks. At the very least, XX6 and 5 need to be blocked for social distancing.

## Synopsis

Flight Attendant reported social distancing concerns with seat assignments.

ACN: 1760104

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

Experience.Flight Attendant.Airline Total : 11

ASRS Report Number.Accession Number : 1760104

Human Factors : Confusion

Human Factors : Communication Breakdown

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

The flight was a full flight. According to the policy seats XX 2/3 are supposed to be blocked due to the COVID 19 pandemic. I realize that the company has to make a profit but not at the expense and of its passengers and employees. I felt that the aircraft did not conform to social distancing policy and guidelines per the CDC guidelines and company policy.

I ask the gate agents to block these seats and they stated the flight was oversold and the aircraft would go out full. At this point I contacted our inflight support group and expressed my concerns. They advise write this safety report.

Comply with the CDC guidelines.

## Synopsis

Flight Attendant reported gate agent issued seats that according to company policy were not supposed to be used.

ACN: 1760103

## Time / Day

Date : 202009

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Cabin Jumpseat  
Cabin Activity : Safety Related Duties  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1760103  
Human Factors : Situational Awareness  
Human Factors : Troubleshooting  
Human Factors : Confusion

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

FA D on this aircraft is assigned a jumpseat that is located in the aisle at/adjacent to the AFT RH LAV door (legs and feet cross pass LAV door). With COVID precautions to lower the spread of this disease, the X row of this aircraft is normally blocked for FA use only. At boarding time, someone released the X row and filled with paying passenger, even though this flight went out with 8-10 non-revs and had an additional 7 open seats (scattered about the main cabin). At cruise level of flight, FA D used a galley box to sit on in the AFT Galley to enable passenger's access to the AFT LAV without tripping over feet and/or possible exchange of disease between passengers and FA. FA was in assigned jumpseat

for taxi, takeoff, and landing.

Equip this aircraft with a jumpseat at the AFT RH door so that FA D is out of path to LAV and is closest to the AFT RH door for evacuation needs.

## Synopsis

Flight Attendant reported a row that is typically blocked for Flight Attendant use was released for passenger seating.

ACN: 1760102

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1760102

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Primary Problem : Company Policy

## Narrative: 1

Agents filled seats X2 and X5 with upgrades on flight that wasn't full. Per social distancing guidelines these seats should have remained empty.

## Synopsis

Flight Attendant reported that agents filled seats that, per social distancing guidelines, should have remained empty.

ACN: 1760099

## Time / Day

Date : 202009

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1760099  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Pre-flight  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

Agents filled seats X2 and X5 which are supposed to be assigned when required for demand of seats on a full flight, not just because they want to upgrade someone. There is no shield between me and people sitting in those seats like the luxury the agents have with plastic shields. There were plenty of other seats for them to sit in besides X2/5. This

is a constant occurrence on the commercial fixed wing. Agents taking advantage of policy change. When I talked to agent her response was "They are eligible upgrades and seats are available." There will always be eligible upgrades, but these seats are not being blocked by the agents.

## Synopsis

Flight Attendant reported a Gate Agent filled seats that were not supposed to be filled.



ACN: 1760097

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi

## Component

Aircraft Component : Exterior Pax/Crew Door  
Aircraft Reference : X  
Problem : Improperly Operated

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1760097  
Human Factors : Situational Awareness  
Human Factors : Training / Qualification

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Attendant  
When Detected : Taxi

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was sitting at [seat] XX. We are taxiing to takeoff, and there was no Flight Attendant sitting at XY! I sat in my brace position wondering what happened to the other FA? After it

was safe to get up from our seats, the other FA walked up to work in first class. I asked where she was? She said she was sitting in the back, XZ. I told her she is supposed to sit at XY, and she said okay. On our descent to ZZZ, she sat at XY and I'm sitting at XX in my brace position. I looked towards my left and there is a passenger near me! I told him to go back and sit down, but I could see we are seconds from touching down. I told him to buckle in the seat next to me. He said he was feeling sick from the turbulence. We arrive at our gate and disarm our doors and received the ALL CALL. The Customer Service Agent knocked on the window waiting to get the thumbs up to open the door. But the FA cracked the door open at XY!!! I told the FA she is not supposed to crack the door open, she pushed the handle down and the Agent was able to open the door. The CS Agent made eye contact with me and we both gave each other looks of shock. All of the inflight crew were working the same plane back to ZZZ1. We all waited on the jet bridge as the airplane was cleaned. I took the opportunity to discuss with the FA how nervous she made me feel. I wanted the other crew members to listen to the reasons as to why this FA made me nervous. I did not get any input from them. I asked the FA if she went over the operations of [aircraft type] door. She said she had not flown [for over 5 months], but she knew what she was doing.

## Synopsis

Flight Attendant reported that another Flight Attendant who reportedly had not flown for over 5 months, sat in the wrong seat for takeoff and did not follow procedures for opening a door.

ACN: 1760017

## Time / Day

Date : 202009

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1760017

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Human Factors

## Narrative: 1

FO's leg home, we observed and discussed the re-release on ground in ZZZZ, commented that it was unusual to see it coming from Continent X. Approaching ZZZZ we never received the re-release and FO (flying) and Relief Pilot (monitoring) with CA on break failed to catch it. We didn't realize the mistake until CA asked me "OBW [Oh By the Way] how'd that re-release go while I was asleep" while taxiing to gate at ZZZ!

1. FO's First flight in nearly 6 months.
2. Unaccustomed to seeing re-release out of Continent X.
3. Crew failed to brief it when we swapped out for last break.
4. Dispatch failed to send it.
5. Should have put a reminder in computer, as a last ditch catch all, or a tried and true sticky note on dash.

Avoid complacency, any number of reminders via sticky note, computer, following crew swap brief outline, timer, blaze yellow highlighter!

## Synopsis

First Officer reported not realizing that they did not receive a re-release.

ACN: 1759947

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1759947

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

I want to point out [that] in ZZZZ when they are landing north, as you can see in the arrival pages for Runway XX, they have the ZZZZZ XX [arrival] that ends in ZZZZZ and the ZZZZZ XY [arrival] that ends in ZZZZZ1. ZZZZZ is the initial approach fix for the ILS DME X XXR and is for non GPS equipped airplanes. ZZZZZ1 is the initial approach fix for the ILS DME Y XXR and is only for GPS equipped airplanes. When they are landing north they always use the ILS DME Y XXR, unless you are not a GPS equipped aircraft. When you are in approach control, ZZZZ will look to the header of the flight plan and based on whether you are a GPS equipped or not they will give you the arrival. Because all our airplanes are GPS equipped they will send you direct to ZZZZZ1. If you have the wrong arrival loaded on the FMC, for example ZZZZZ XX, the ZZZZZ1 fix will not be available in the FMS even if you load the ILS DME Y XXR on the FMS because ZZZZZ and ZZZZZ1 are co-located and the FMS will delete the ZZZZZ1 way point and this is when things will start getting complicated. In other words this could be a set up for Pilots.

I brought this issue to attention and [a] few months later after I reported this issue, we had a crew that encountered a close midair because the Flight Dispatcher filed them by the wrong arrival (ZZZZZ XX) and they were instructed to go direct to ZZZZZ1 and by having the wrong arrival they didn't have ZZZZZ1 on the FMS and both pilots got distracted looking for that point and a TCAS RA event maneuver was performed in order to avoid a collision. Last night on my way to ZZZZ, our Dispatcher gave us the wrong arrival (ZZZZZ XX) but I was able to trap the error. I immediately called the Dispatcher to let him know that we had the wrong arrival and at the same time I explained to him why we should be on the other arrival (ZZZZZ XY). My FO told me that on his last trip to ZZZZ, him and his Captain had the same problem. Looks like this problem is happening more often. I always describe Country X as a friendly mine field. During the arrival phase into ZZZZ there is a lot of crossing restrictions, speed restrictions, high terrain and the airspace is always saturated. The frequency gets also saturated most of the time, there is no chance to talk to ATC for clarification. This is why the Dispatcher should give us the most accurate and reliable information and the right arrival in order to operate on the safe side especially in this type of environment. We all should be in the same page but unfortunately we are not. Now that we are getting new flight dispatchers, new captains and first officers that never been in ZZZZ before, we are facing a big challenge and if the wrong arrival is filed by the flight dispatcher those flight crews that are not able to trap those mistakes will be vulnerable for a unlikely event.

Unfortunately we are running a less safe and cost effective operation in Continent X and Country X, just for the sake of more efficient scheduling! Nothing should be above running a safe operation, but in my opinion that's exactly what is happening all too often.

Thank you for your time and attention on this matter.

Some of our flight dispatchers are not familiar with the operation at ZZZZ.

All the flight dispatchers should be on the same page and based on the information provided by this report.

## Synopsis

Air carrier First Officer reported that flight dispatchers are filing flight plans that use the wrong arrival into an airport, causing problems for flight crews during arrival.

ACN: 1759940

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1759940

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

Narrative: 1

I removed a passenger for non-compliance with a condition of carriage -- wearing the mask.

I asked the passenger to don his mask three separate times. Each time, he gave me some sass.

I notified him that I saw his actions as refusal to comply with our mask policy and told him that if I couldn't rely on his compliance, he would not be able to fly with us to ZZZ1.

I got another "whatever" from him, so I initiated the removal process by speaking to the gate agent, who called the CSA, who removed the passenger from our flight.

The CSA later informed me that the passenger in question was traveling with 3 companions. (I only saw two companions, and they were each initially non-compliant as well, but then did comply after I spoke to them.) The CSA asked me if I wanted all 4 passengers removed or just the one passenger. I told her that I was only concerned with the one passenger and that the other 3 were free to come with us. I do not know whether they took our flight without their companion, or whether they took the next flight with their companion.

## Synopsis

Air carrier Captain reported a passenger was removed for non-compliance with face mask policy.



ACN: 1759827

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : No Aircraft

Flight Phase.Other

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1759827

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

On Day 5, an employee in the X office was told they had COVID-19 and notified management of the situation. I worked with this employee all day in the office on Day 0. I was not notified by the company that the employee had contracted COVID. I had visited my family that weekend, when I returned home where I live with my girlfriend who is very high risk due to some medical conditions. This is unacceptable according to CDC guidelines you are supposed to contact trace and notify all employees that have come in contact for more than 6 hrs on that day with the person who is infected, you not only put myself, my children and my girlfriend at risk, and god forbid worse things could have happened.

This is not the first time ZZZ has failed to notify employees that have been around others that have contracted COVID, thank god when I came back to work I got tested and was negative but I never want to be put in this situation ever again where I am worried I may get my family and especially my girlfriend sick or worse killed due to negligence.

## Synopsis

Ground worker reported not being informed by management that a co-worker tested positive for COVID-19. The ground worker had worked with the co-worker and then visited family, resulting in possible exposure.

ACN: 1759824

## Time / Day

Date : 202009

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1759824

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Ground Personnel

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Incorrect / Not Installed / Unavailable Part

Primary Problem : Ambiguous

## Narrative: 1

During arriving Flight ABCD, ZZZ1-ZZZ, the ramp crew had approximately 20 gate checked bags that needed to be delivered to the passengers in the jet bridge. Large numbers of gate checked bags are a constant when dealing with flights utilizing the X type of aircraft. In ZZZ, the vast majority of these flights were sent to Terminal X, where most of the jet bridges are furnished with conveyor belts allowing for safe delivery of the bags to the passengers. Since Terminal X is closed due to the COVID-19 pandemic, these returning aircraft are being sent to Terminal Y where there are not nearly as many jet bridges furnished with said conveyor belts. Such was the case with Flight ABCD. The ramp crew needed to walk the baggage up the jet bridge stairs. Mostly one at a time as this allowed them to maintain a grip on the handrail. Even though it was the safest way, it puts tremendous strain as they needed to walk up and down approximately 14 steps about twenty times. The only ways to avoid this is to take two bags at a time, which increases exposure to a fall, hand the bags up to the landing from the ground level, which makes

the agent reach repeatedly into the red zone, thus putting them at risk, or use a belt loader to act as a conveyor to the landing, which it isn't designed for.

## Synopsis

Ramp worker reported that an inadequate number of conveyor belts at a terminal resulted in ramp crew hand-carrying baggage up jet bridge stairs repeatedly, exposing them to multiple safety risks.

ACN: 1759820

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1759820

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Came to work the following day after being tested the previous day for COVID-19. Was notified a close co-worker tested positive for COVID-19, who I was in contact with the day of my testing to help him make an appointment for his test. I wasn't notified by management regarding his positive testing and continued to work.

## Synopsis

Ramp worker reported that a co-worker tested positive for COVID-19. The ramp worker was not notified by management and continued to work.

ACN: 1759810

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 24000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Fractional

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Aircraft : 3

Reference : Z

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Aircraft : 4

Reference : A

ATC / Advisory.Center : ZZZ

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Descent  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Facility : ZZZ.ARTCC  
Reporter Organization : Government  
Function.Air Traffic Control : Enroute  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 11  
ASRS Report Number.Accession Number : 1759810  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Workload  
Human Factors : Distraction  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

I was working Sectors X/Y/Z combined up with no D-side. I had Aircraft Y, Aircraft Z, and Aircraft A to ZZZ descending via the ZZZZ arrival. Aircraft Y had been shipped to ZZZ Approach at the time of the incident.

I was working a sequence into ZZZ1, giving a clearance off of ZZZ2, giving clearances off of ZZZ3, clearances into ZZZ4 and other overflights. This sector configuration encompasses a lot of airspace and a small scale.

I had Aircraft X check in at FL240 at the same time about 3 other aircraft call on other

transmitters. One of them canceling at ZZZ1. I did not have the handoff on Aircraft X who was deviating into my ZZZ arrivals. I immediately turned Aircraft X to a heading of 260 for traffic then to a 240 heading. I told Aircraft Z to expedite their descent to through FL230. Aircraft A was already talking to Approach. The aircraft were about 11 miles head on when positive separation was achieved we had about 7.9 miles.

Aircraft X was put on my frequency without a call or completed handoff. At that location there are also a lot of limited data blocks associated with Approach. Sector A had the handoff and told Aircraft X he was cleared to deviate left when able ZZZ5. Sector A flashed Aircraft X to Sector B/C. Sector D/C flashed the aircraft onto me at Sector X.

Controllers are not following the rules. They are waiting too long before calling for handoffs or pointouts. It is too late when the aircraft is in the other person's airspace. There is zero accountability any more.

The Controller on Sector B really needs to be talked to and put on some kind of a plan. He does not comply with the rules and procedures. I had previously talked with the Supervisor after a very busy session on Sector B which he was on my D-side and did absolutely nothing to help. Now he was the Controller on B/C who flashed through the Aircraft X to me and did not ensure a handoff.

We need [to] return all controllers to work. We need to have a lot of refresher training because controllers are not following procedures.

## Synopsis

Center Controller reported an airborne conflict while working combined sectors and cited handoff related issues contributed to the event.



ACN: 1759807

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 33000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Descent

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 15.33

ASRS Report Number.Accession Number : 1759807

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Detector.Automation : Aircraft RA  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I plugged in on Sector X after getting my weather briefing. The R side started the briefing as I was getting familiar with the position. Since traffic has dropped and picked back up from COVID my area often works in unusual configurations to manage traffic. I plugged into Sector X and noticed that I was going to working low altitude Y and two high altitude sectors X and Z. This meant I was going to be working the ground to FL370. I was listening to the briefing and scanning the board when I saw two aircraft flashing. The Controller had issued descend via the ZZZZZ3 to Aircraft Y at FL320 with clearance to 16,000 in our airspace and descend via the ZZZZZ1 to Aircraft X at FL340 converging together east of ZZZ3 VOR. I had not even gotten to the point of scanning the data blocks yet in the briefing because I would have mentioned this as appearing to be unsafe. Aircraft X started down as the two aircraft were converging (which started the flashing) and the R-side told Aircraft X to maintain FL330 when they were out of FL334. I worried that the aircraft wouldn't be able to stop their descent in time, but the pilot read back something like, "Okay stopping at FL330." The pilot didn't say they couldn't stop the descent and the Controller assumed that the pilot didn't need a traffic call because they would be able to level off in time. The R-side giving me the briefing said I thought these two procedures were separated. I told them that Aircraft X was direct ZZZZZ for the ZZZZZ3 which negates the prior restrictions and would make that a pilot's discretion descent to ZZZZZ. The aircraft came from Area [A] which is required to have the aircraft on full routing or APREQ the shortcut. Area [A] didn't APREQ the shortcut and the R-side didn't notice the abbreviated routing. Aircraft X descended to FL328 and told the controller that they got an RA. The R-side was finishing the briefing at this time and unplugged to I called traffic to Aircraft Y when they were approximately 1 NM past each other.

Area [A] should leave aircraft on the appropriate routing or APREQ the shortcut. I see multiple times in each work day where aircraft are not on the right routing and I do not get a call to APREQ it. This is a recurring problem. Also, my area changes the configuration constantly throughout the shift to keep sectors from going 'red.' I appreciate that the Supervisor or CIC is trying to prevent a red sector but constantly changing configurations is confusing. Since March I have only worked this configuration (Y/X/Z) one other time and it is starting to seem like there is no consistency in the area. Lastly, the R-side should have read the routes of the two aircraft and not issued the descend via clearance to Aircraft X. Aircraft X started down earlier than expected but well within their ability and Aircraft Y stayed much higher than normal. Both aircraft did everything right. The two clearances are not separated when a shortcut is issued.

## Synopsis

Center Controller reported that during a controller de-brief/switch an airborne conflict occurred due to the distraction.

ACN: 1759796

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TOWER

Reporter Organization : Government

Function.Air Traffic Control : Traffic Management

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 5

ASRS Report Number.Accession Number : 1759796

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

My last session working before end of shift. Started working all LC [Local Control] combined, was moved to TMU [Traffic Management Unit] for re-certification mid-session and then put back into LC combined for end of session. There was a consistent mix of arrivals and departures. Nothing complex or high workload but consistently keeping you engaged. Throughout my session there were moments when departure strips were being passed late from GC [Ground Control] and I had to retrieve or wait for them to be passed, that occurred around the time Aircraft X should've been checking in. I believe social distancing was a partial factor in the movement of strips. I remember observing Aircraft X on the STARS [Standard Terminal Automation Replacement System] display and continuing my scan of arrivals/departures and out the window. I was missing a strip or two compared to the aircraft nearing the end of Runway XXR and it did not register with me that Aircraft X did not check on with me. The Aircraft X was part of my scan and I did plan for their arrival and time on runway reference departures and other aircraft. I do not recall if I had turned the data block blue on the STARS display to show the aircraft had been cleared to land.

Suggestion: Digital strips/flight boards to assist in social distancing and decrease workload/heads downtime. Would also include inbound aircraft and not just departing aircraft.

## Synopsis

Tower Controller reported not being sure if a landing clearance was given to an arrival aircraft.

ACN: 1759781

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Visual Approach

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 10

ASRS Report Number.Accession Number : 1759781

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Issued New Clearance

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Aircraft X was on an approach to Runway XX. ZZZ [Approach] changed Aircraft X to an approach to Runway XXL to help a help another aircraft turn ahead of them for a [Runway] XY approach. Aircraft X turned out the West. I saw the aircraft turning out to the West and fly through the final for Runway XXL and Runway XXR outside of my airspace. Aircraft X then turned back East toward the airport. I was launching airplanes and trying to be an extra set of eyes for LCE [Local Control East] who was very busy at the time being combined with [XYZ position]. Aircraft X then checked on to my frequency for Runway XXL and I cleared them to land Runway XXL. They appeared to still be SE toward Runway XXL. As I noticed they may be lined up for the incorrect runway ZZZ Approach called and asked me check as well. I informed the pilot they were lined up for the wrong runway and they chose to go around on about a 3 mile final.

Some of my focus was on aiding the traffic for LCE. If we had more staffing we could have had a [XYZ] Controller aiding with that.

## Synopsis

Tower Controller reported an aircraft lined up for the wrong runway during approach.

ACN: 1759780

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZFW.ARTCC

State Reference : TX

Altitude.MSL.Single Value : 23000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZFW

Aircraft Operator : Military

Make Model Name : Military

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase : Climb

Airspace.Class A : ZFW

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZFW

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Descent

Airspace.Class A : ZFW

## Aircraft : 3

Reference : Z

ATC / Advisory.Center : ZZZ

Aircraft Operator : Military

Make Model Name : Military

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase : Cruise

Airspace.Class A : ZFW

## Person

Reference : 1

Location Of Person.Facility : ZFW.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

ASRS Report Number.Accession Number : 1759780

Human Factors : Communication Breakdown



Human Factors : Situational Awareness  
Human Factors : Distraction  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

I was working Sector 35 and had just taken Sector 34 back (combined positions). SPS Approach launched Aircraft X and one other [same type aircraft] on a cross country flight around the same time. I climbed both aircraft to FL230, pointed them both out to Sector 48, both were acknowledged, flashed the aircraft at Sector 48 and shipped the front aircraft. I thought I had flashed Aircraft X to Sector 48 but I actually hadn't. I shipped Aircraft X to them and they climbed the aircraft to FL250 without verifying his position. Aircraft X began a climb to FL250 with Aircraft Y descending out of FL260 for FL250. Both aircraft received a TCAS RA.

During this time, I was trying to become acquainted to the new airspace I had just taken over and was quickly becoming overwhelmed because my OKC-L (sector 35) UHF frequency was only working intermittently. During that session, several aircraft had to be called 3-5 times before they acknowledged my clearance or instruction. It was quite distracting. After this event, I reported the frequency issues to the COM. I was told it was atmospheric conditions and nothing could be done to fix it. Several aircraft on both OKC-L UHF and SPS-L UHF complained about excessive static and not being able to hear me on frequencies that day.

Additionally, I was working several [same type aircraft as Aircraft X] in and out of the Westover MOAs. All these aircraft, while all UHF, were on different frequencies and stepping on one another (which is normal). The traffic was both moderately busy and fairly complex.

The sectors probably needed to remain split for about 5-10 minutes more when we combined them, but there was significant pressure on all parties to combine positions as soon as possible due to low staffing for COVID-19 social distancing procedures.

Improve frequency reception on these 2 sectors. There is a dead spot just south of the Washita MOA that UHF aircraft usually can't hear us on [Sector] 35's UHF frequency. The frequencies should work despite if there are "atmospheric conditions" or not. The frequencies not working correctly and no alternates was very distracting.

If SPS Approach were to space these cross countries out a bit I could see that being

beneficial. Or have the Westover departures depart at a different time than the cross countries. They all go out and all come back at the same time, it's a mad rush to get everyone climbing and out to the MOA's/higher on their cross countries, then we have extended periods of nothing going on at all.

## Synopsis

ZFW Center Controller working combined sectors reported an airborne conflict and cited workload and staffing issues as contributing factors.

ACN: 1759745

## Time / Day

Date : 202009

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : SMO.Airport

State Reference : CA

Relative Position.Distance.Nautical Miles : 1

Altitude.AGL.Single Value : 500

## Environment

Flight Conditions : Mixed

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 1000

## Aircraft : 1

Reference : X

ATC / Advisory.CTAF : SMO

ATC / Advisory.Tower : SMO

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Final Approach

Route In Use : Visual Approach

Route In Use : Direct

Airspace.Class G : SMO

## Aircraft : 2

Reference : Y

ATC / Advisory.CTAF : SMO

Aircraft Operator : FBO

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Final Approach

Airspace.Class G : SMO

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Commercial  
Experience.Flight Crew.Total : 2200  
Experience.Flight Crew.Last 90 Days : 88  
Experience.Flight Crew.Type : 1900  
ASRS Report Number.Accession Number : 1759745  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : NMAC  
Detector.Person : Flight Crew  
Miss Distance.Horizontal : 50  
Miss Distance.Vertical : 50  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Airspace Structure

## Narrative: 1

At the time, SMO was under about a 1,000 foot MSL marine layer (i.e. low cloud stratus layer) extending from the west to just east and encompassing both north and south of the runway. I was flying under an IFR flight plan and had already been cleared for the approach. Because the Tower was closed and because I could see that I could see the airport (coming from the east looking at Runway 21) I cancelled IFR and continued inbound on the visual making appropriate calls on the CTAF. As I got to a 1 mile final (which was called out on CTAF), Aircraft Y began turning base to final and asked where I actually was as he did not have me in sight. I advised him that I was at his 2 o'clock. It would appear that he never had me in sight as he continued his turn to final. He ended cutting me off ending up just left and about 50 feet above/in front of me. I informed him that he had cut me off, but he continued on course and descending. Because of the situation, I decided the best course to avoid a collision was to make a right turn. I also noted that the marine layer cloud edge extended out to the position where I made the turn (3/4 mile final) I then proceeded to continue that right turn into a 360 to rejoin the final and then landed. It is notable that because of the marine layer, the likely student pilot in the Aircraft Y, should never have even been flying the "standard" pattern" (i.e. left traffic 21) as it was not legal to do so because the VFR requirements for the overlying Echo airspace could not be met (i.e. 1,000 feet above the clouds) due to the height of the marine layer. Thus, his descent to turn base at around the freeway clearly violated VFR minimums. I did inform the person who runs the school of the situation. He informed me that he himself had an NMAC just the very day before. Had the Tower been operating on normal or slightly longer hours at the time, such incidents would not have been able to occur. The currency reduced Tower hours should be extended ASAP, in order to prevent an

accident as the airspace is very busy, and can be challenging in the event of a marine layer, which precludes the use of the pattern.

## Synopsis

GA pilot reported a NMAC on final to SMO airport. Tower closure was cited as a contributing factor.

ACN: 1759720

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1759720

Human Factors : Other / Unknown

Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Routine Inspection

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Upon our return to the gate into ZZZ, I failed to disarm R1. I haven't worked on the jet in quite a while since being based in ZZZ1, so memory was still working other aircraft type

trips. I take responsibility and have since reviewed two videos on arming and disarming doors on the aircraft. This has been a learning lesson. I have also spoken with my Supervisor. I have reviewed the arming and disarming videos through our training department and will also go over procedures before my trips.

## Synopsis

Flight Attendant reported forgetting to disarm the R1 door and cited lack of flying in this specific aircraft type as a contributing factor.

ACN: 1759718

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1759718

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1759723

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events



Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Passenger X when stepping on to the plane refused to be compliant. When boarding I reminded her of the requirement to cover her nose with her face covering. She avoided looking at me and said "Okay!" with an attitude but didn't comply. I then told Flight Attendant B about my telling her and she did ask her to comply as well. She put the mask on after Flight Attendant B told her and she removed her mask after the wheels came up and it remained off while not eating or drinking during ascending phase. She then brought out a large bag of popcorn eating it one by one. When she was done with that she would take mini sips of her drink whenever we would walk by to give the appearance of constantly eating or drinking. Because "briefly eating" leaves a window that is open for debate and we weren't sure what to do and felt because if she presented an attitude when boarding, it would cause a larger than life scene. She and her husband whom I've also had to tell about his mask mocked us making faces taking off their masks making faces to the passenger across from them about how they avoided us. Not sure how to approach this.

## Narrative: 2

Passenger X was told 2 times before taxi out to make sure she was wearing her face mask properly, above her nose as she wasn't wearing it right. She put it on briefly but then took it off during taxi and takeoff. She put it on when we were able to get up again. As we were doing trash she had brought out a large bag of popcorn, which she ate one by one throughout the entire flight, keeping her mask off the entire time even though we made other announcements that masks were only to be removed briefly when actively eating or drinks she continued to take advantage of an unclear situation. More direction as to what "briefly" eating or drinking means and something to be able to show guests what briefly is.

## Synopsis

Flight attendants reported two passengers were not compliant with face mask policies.

ACN: 1759709

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1759709

Human Factors : Time Pressure

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1759710

Human Factors : Training / Qualification

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Human Factors : Workload  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL  
Detector.Person : Flight Crew  
When Detected : Pre-flight  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During preflight inspection, I discovered a burned out navigation light on the right wing. I informed the Captain. The Captain notified maintenance of the issue and he was informed that Maintenance was on their way to the aircraft. The Captain and I continued performing duties to prepare for departure. We had signed fit for duty and received release 0.

Maintenance came aboard the aircraft and proceeded to defer the navigation light, and returned the aircraft logbook to the Captain. The Captain and I confirmed that the logbook was filled out correctly. We then briefed the MEL, ran the originating and receiving checklist and the before start checklist, pushed back, and departed the gate. We later noticed that we had received a message. It was a message from Dispatch for amendment to the release for the addition of the MEL related to the navigation light. We realized that we had failed to communicate with the Dispatcher to receive amendment to the release.

Factors contributing to our error were external pressures to be on time, and also recency of flying for the Captain. Maintenance was still on the aircraft within a couple minutes of departure time. I definitely was influenced by trying to depart on time. At the time, I felt that we were being thorough. In retrospect, I could have slowed down and made sure that all necessary steps were completed even if we took another minute or two to depart the gate.

Prior to the flight we discussed the the fact that the Captain has not had much flying recently. He explained that he had several phone calls with the company within the couple of hours prior to the flight to ensure that he met the recent flight requirements. This also created external pressure for him. Also, habits can degrade after being out of the flight deck for even a couple weeks and it can be easy to miss steps especially when a distraction such as a small maintenance issue arises. Despite this, I as the First Officer should have been able to realize and correct our error.

To avoid similar future errors, it is important to slow down and take care of minor maintenance issues a step at a time to ensure that all necessary communications with the company are accomplished. During future similar events, I will be more aware of communications from Dispatch about amendments to the release. Perhaps creating cues

to remind myself would be helpful (such as writing a note on a piece of paper and placing it between the thrust levers or over the MCDU).

## Narrative: 2

I had a rough morning during my 2 hour call out sorting out landing currency as I was awarded this trip as well as unknown "SIM Training" by Crew Scheduling. I asked if it was a currency SIM and the Scheduler had no idea. I went through my logbook and missed a small detail, causing emails and phone calls to go to multiple departments. The first call back from training informed me that my online training was expired (it is at the end of the month.) After the dust settled, I hurried my routine to get ready for my afternoon flight to ZZZ.

I was going about my pre-flight duties a little slower than usual, but no issues. When the First Officer finished his walk around, he notified me that the RH navigation light was dead. I finished my current flow. I then wrote up and made the call about 5 minutes later, at XA:40 for a XB:00 departure. I finished my flow first because I had done the Standby Nav procedure over the phone multiple times. Maintenance asked when we were leaving over the phone. When I told him 20 minutes, he said he would send a guy out. So I put all checklists on hold and notified the gate agent. While at the top of the Jet Bridge, there was a guest who could not find his boarding pass. The agent said the passenger was acting weird and notified me that she would investigate if he returned. Later the gate agent came down to notify me that he was still acting strange, but didn't smell like alcohol and was polite. I notified my flight attendants saying that there was no "issues" yet, but to contact me with anything related. It was now a minute before departure and maintenance had the logbook finished. He handed it back to me to look up the deferred item. It was entered correct, I briefed the First Officer on the item quick. I then ran check lists starting with originating and receiving. Then we closed the door late. After pushing, we received the amendment release for the MEL in our ACARS. Causal Factors would be the excess of information and people that are needed when contacting certain departments. No departments are tied together. This process took an hour out of my work preparation time. This feeds into flight time and unknown delays. This information was given to me mid work day, if it is not processed today, I have to get up earlier than the offices open tomorrow to fly to a training event I don't need. Stress went through the roof. I then take a quick shower, have lost my time to cook or make coffee. Add that to recency issues, and I make mistakes on simple problems.

## Synopsis

Air carrier flight crew reported not notifying the Dispatcher of a navigation light that was out of service.

ACN: 1759658

## Time / Day

Date : 202009

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1759658

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

Climbing to 160 on the ZZZZZ departure we were given a radio handoff to ZZZ TRACON and either we had put the wrong frequency in, or were given the incorrect one, but we tried to establish communication with the Controller who we could clearly hear speaking. The Controller came back to our check in with, "Everybody listen up...I'm working a bunch of frequencies, and have like 20 aircraft all trying to reach me. Just ident and I'll get back to all of you shortly." So we sent an ident, and waited. After a few minutes, we queried again. The calls went unanswered. We waited a few more minutes, still at 160 on the departure, and tried again. This time we received the response, "Aircraft at 160, ident and I'll call you in a few minutes." So we did. After an eternity, we finally demanded a specific call sign response, to which the Controller told us we were on the wrong frequency and go back to previous one. So we did, to which the Controller then gave us the correct one. The new Controller was advised by us of the frequency error.

Cause - Over worked Controller, lack of CPDLC to guarantee correct frequency, and Controller using non-standard phraseology when answering radio calls.

Suggestion - Widespread use of CPDLC for handoffs, and controllers adhering to correct phraseology when addressing check-ins to a frequency.

## Synopsis

Air carrier Captain reported checking in and hearing the Controller tell everybody to stand by. They continued on assigned heading and altitude, finally being told they were on the wrong frequency. Controller reportedly was working multiple frequencies.

ACN: 1759647

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 9800

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Initial Approach

Airspace.Class D : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1759647

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1759648

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

This incident occurred during the approach phase of the second leg of the flight. I was the pilot flying from the right seat. We were instructed by ATC to hold 10,000 feet and I had selected 265 knots for the speed. When ATC gave us a lower altitude, I selected the lower altitude on the MCP and set the speed to 250 knots. As my attention was directed to the speed window on the MCP, the Pilot Monitoring alerted me that we were descending below 10,000 feet with the speed greater than 250 knots. I immediately selected ALT HLD and allowed the speed to slow to 250 knots before continuing the descent. Our altitude was no lower than 9,800 above 250 knots and the speed was less than 265, but above 250 knots between 9,800 and 10,000 feet.

I should have slowed the aircraft prior to the descent. One of the contributing factors was I had been on reserve duty during the previous month and had operated only one flight during the entire month and the only other flight prior to this one was in a different variant of the aircraft. Nevertheless, I should have mitigated the lack of recency of experience in the seat by having slowed the aircraft to 250 knots while we were level at 10,000 feet as I was expecting ATC clearance for a lower altitude. Or I should have mentally prepared to slow the aircraft prior to descending.

## Narrative: 2

I was the PM for this flight. We were in the descent to ZZZ1, level flight at 10,000 feet at approximately 270 KIAS. We were given a lower altitude of 7,000 feet (I think). We did not slow the aircraft before descending. The PF put in the correct lower altitude and then selected FLCH. I immediately asked for ALT HOLD. The aircraft held level at approximately 9,800 feet to allow for slowing to 250 KIAS.

I think 'get-there-itis' may have been a factor in this incident. Flying at 10,000 feet at 270 KIAS vs. 250 KIAS, when you know that a lower altitude is mere seconds away does not add much overall value to the flight. Better situational awareness to anticipate known ATC structure can add safety and professionalism to my operating climate I foster as a Captain.

## Synopsis

Air carrier flight crew reported going over 250 knots below 10,000 feet. Pilot flying made reference to lack of flying as a contributing factor.



ACN: 1759574

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Taxi

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Medium Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Taxi

## Aircraft : 3

Reference : Z

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Phase : Taxi

## Aircraft : 4

Reference : A

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Transport, Low Wing, 2 Turboprop Eng

Crew Size.Number Of Crew : 1

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Ground

Qualification.Air Traffic Control : Developmental

ASRS Report Number.Accession Number : 1759574

Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Training / Qualification  
Human Factors : Workload  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was working ground during a departure push. I had 3 IFR aircraft taxiing on the Bravo taxiway, one IFR taxiing on taxiway AXX to Runway XXL, and VFR aircraft taxiing to Runway XXR. I was busy coordinating a runway crossing at AY for Aircraft X while taxiing Aircraft Y to Runway XXL at BX, Aircraft Z to Runway XXL at BYY, and Aircraft A to Runway XXL at AXX. After getting the approval to cross Runway XXL at AY with the Aircraft X, I instructed him to taxi Runway XXL full length via Bravo. Taxiway Bravo had a wingspan restriction between BY to BZZ to aircraft with a wingspan greater than XX feet. During the numerous transmissions I was making I failed to realize my mistake of taxiing Aircraft X full length instead of to BX for back taxi. My Supervisor/CIC noticed when the aircraft was taking the runway. FOD was reported by workers in the area in their work area. This was my 3rd day of work after a quick turn, from a 1 day weekend, having worked 5 days before that. I was also on a new schedule returning from 5 on 5 off, working this shift for the first time in 6 months.

Recommendation: To be more vigilant in knowing NOTAMs and issue correct taxi instructions to correct aircraft types.

## Synopsis

Ground Controller reported inadvertently taxiing an aircraft into a restricted area.

ACN: 1759543

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 4000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 40

Light : Daylight

Ceiling.Single Value : 25000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Small Transport, Low Wing, 2 Turboprop Eng

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Route In Use : Direct

Airspace.Class D : ZZZ

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Flight Engineer

Experience.Flight Crew.Total : 3200

Experience.Flight Crew.Last 90 Days : 100

Experience.Flight Crew.Type : 400

ASRS Report Number.Accession Number : 1759543

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Upon initial climbout I was given a turn on course direct to my destination. I was not told to contact Departure so I stayed on with Tower. I was flying the aircraft as I wanted to maintain proficiency in my flight skills. I have not flown this aircraft for nearly two months, and I had a forward passenger who kept trying to talk after I politely reminded him that I could not talk until cruise. Even though I have a lot of time in this aircraft I should have used the autopilot to maintain better situational awareness. Approximately 4,000 feet 6 nm into the flight I noticed I was still on with Tower. I switched to ZZZ Center, told my altitude they then gave me a clearance up to 13,000 feet MSL. There was absolutely no issue, but I just wanted to fill out this report anyways.

## Synopsis

Small Transport aircraft pilot reported not contacting Departure Control and stayed with Tower until switching to Center Control.

ACN: 1759522

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1759522

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Guest noted with vented mask enroute. Was advised of the policy change which prevents those vented masks. She indicated she was a doctor and was explaining the venting technology. I apologized and referred to the policy. If the station catches these prior it would reduce the in-flight workload.

## Synopsis

Flight attendant reported a passenger was wearing a vented face mask which is not in compliance with policy.

ACN: 1759518

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1759518

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Passenger X, entered aircraft with mask below his nose. I requested that he pull it up before boarding. He complied and sat. Several times throughout the flight I walked cabin to collect trash and reminded many people to pull up mask over nose. I asked Passenger X once and he complied. The next time I asked, he informed me "I can't breathe."

I told him I was sorry but he agreed to our terms of face masks when he checked in. He pulled mask up. I did another trash run and mask was lowered again. I reminded him of policy. Instead of pulling it up, he requested to see the policy in writing. He then spoke with other FA and said he was being singled out because of his tattoos. She told him she had seen me as I had reminded several others. She said further non-compliance could result in a ban on flying.

I called Captain and asked to make the nose and mouth announcement. Captain did. I went back to show him the verbiage which explicitly spells out the policy. I asked him if he would please comply. He said "I am complying, #%\$^!" His nostrils were clearly visible. I left and called Captain, informing them of the non-compliance. Captain confirmed and would notify the ground agents to meet the plane.

Passenger Y talked to other FA and said I was harassing Passenger X. He said others around him felt uncomfortable. I said we needed people to comply with safety rules. He said I hadn't said anything to a nearby woman when her mask was off, and I tried to explain it was because she was still eating and drinking. But he was convinced I was discriminating in my enforcement.

Make an announcement at boarding gate that explicitly tells people they can be banned for failure to comply with nose and mouth covered rule.

## Synopsis

Flight attendant reported a passenger was non-complaint with face mask policy during the flight.



ACN: 1759515

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1759515

Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Observed a guest prior to departure and one enroute with vented masks. Guests were offered masks from onboard stock. X weeks post policy change how can we still be policing the policy change? Safety for the crew should be looked after.

## Synopsis

Flight Attendant reported a passenger boarding was wearing a vented face mask which is not in compliance with policy.

ACN: 1759498

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Cabin Activity : Safety Related Duties  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1759498  
Human Factors : Communication Breakdown  
Human Factors : Troubleshooting  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

Today during Aircraft X flight, I and the B [Flight Attendant] were notified by the A [Flight Attendant] that she flew a 3 day trip that ended yesterday with someone who tested positive for the COVID-19 virus yesterday after their trip. She said she came in an hour early to check in for her trip and notify base management, so that they would have time to pull and replace her. She was told that they couldn't do that, she has to fly until she's

notified by the company and then pulled. The B called the Operations with me on speaker phone in between flights to notify them that she should have been pulled and we were not comfortable being confined in our workspace with her for another flight. We wanted to limit our exposure. He told us that there is a process and when it goes through that process then she would be called. We know that the A that she flew with yesterday had already been notified and had her schedule pulled. The company put us at risk by making us fly with her, knowing her exposure. They knew she had to be quarantined, but made her fly and now increased our risk of exposure and that of our passengers. She served ice water to passengers. On the second flight, the B and I did all service to minimize passenger exposure to the A. The Operations suggestion was that we could call in sick. Clearly, our management has not been given needed authority to pull someone from flying while waiting for this process to be followed. As a result, we were at higher risk today for exposure and this was completely unnecessary. Our policy states that we are not to fly when we know we have been exposed to someone who tested positive and she did the right thing by reporting that prior to flying but she was told to fly anyway. In fact, our EFB addresses this issue. She met that criteria and she should have not been required to come to work. She was supposed to stay home, but she was told to go ahead and work or she was given the option of calling in sick and being paid out of her sick leave. That's not an appropriate option. She wasn't sick and she should not be penalized for doing her job and flying with someone who tests positive on the same day that she flew with said person. She spoke with Supervisor.

They were apparently following directions from headquarters that they are not allowed to pull her, even though they have been notified by her and the person who tested positive. They were not allowed to pull our A and as a result, our entire crew and all passengers were exposed to someone who should have been quarantined immediately. The company failed to protect me and in fact, knowingly put my health at risk. This is unacceptable. My life is important. The company has an obligation to protect me. I would also like to note that the FA who tested positive, tested on date and notified a Supervisor or Operations that she was being tested. I was informed that she was told to call the next day to advise them of her results. She got her results that same night. Why was she told to call the next day with her results? She should be told to call the Operations immediately with her results so that pulls could begin before we started our trips. There were reserves in ZZZ that could have worked that trip for our A and lessened our chances of exposure. She had literally been breathing in this virus for 3 days with this crew member and now you had us breathing in the same air from her and not knowing whether or not she had the virus or might be contagious, in a close up environment. I know that we are being told repeatedly about the air flow and filters and how safe it is. When we are on the ground boarding and deplaning, none of that occurs. There is no filter then. Also, the masks that we are wearing are not medical grade PPE, which also increases our risk.

## Synopsis

Flight Attendant reported concerns with having to fly with a Flight Attendant that had been in contact with another Flight Attendant that had tested positive for COVID-19.

ACN: 1759478

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1759478

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During boarding, the Flight Attendant notified me of a passenger that she thought appeared to be intoxicated. We called the customer service to notify her that a passenger appeared to be intoxicated. Customer service stated to me that the passenger did not appear to be intoxicated at that time. Under my observation, she did not appear that she was intoxicated. Enroute, I received a call from the Flight Attendant that the passenger was struggling to buckle her seatbelt and continued to take her mask off after multiple requests had been made. I made the non-compliance announcement for mask requirements, and she did not comply with the request either. We decided to have ZZZ1 customer service meet us at the gate to have the passenger removed. I notified Dispatch and ZZZ1 Operations to ensure we had someone meeting us at the aircraft. Upon arrival, customer service removed the passenger without any further issues.

The event was caused by a passenger being intoxicated and a delayed reaction of the alcohol entering the blood stream, causing the effects of the alcohol to not become noticeable until enroute.

Next time a passenger is appearing to be intoxicated, although multiple opinions on whether they appear to be intoxicated, have the passenger removed and tested for alcohol.

## Synopsis

Air carrier Captain reported a passenger appeared intoxicated during boarding, but was allowed to fly. During the flight the passenger was non-compliant with face mask policy.

ACN: 1759411

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 10

Altitude.MSL.Single Value : 10500

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Route In Use.SID : ZZZZZ1

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 6642

Experience.Flight Crew.Last 90 Days : 4

Experience.Flight Crew.Type : 2073

ASRS Report Number.Accession Number : 1759411

Human Factors : Situational Awareness

Human Factors : Training / Qualification

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Human Factors

## Narrative: 1

I was 500 feet high at ZZZZZ on the ZZZZZ1 RNAV SID from ZZZ. My flying skills and scan have degraded because I haven't flown for 6 months prior to this trip because of COVID-19.

## Synopsis

Air carrier First Officer reported altitude deviation on a departure and cited lack of flying as a contributing factor.



ACN: 1759362

## Time / Day

Date : 202009

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Work Environment Factor : Glare

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Takeoff / Launch

Route In Use : Direct

## Component : 1

Aircraft Component : Flap/Slat Control System

Aircraft Reference : X

Problem : Improperly Operated

## Component : 2

Aircraft Component : Electronic Flt Bag (EFB)

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 14000

Experience.Flight Crew.Last 90 Days : 150

Experience.Flight Crew.Type : 300

ASRS Report Number.Accession Number : 1759362

Human Factors : Communication Breakdown  
Human Factors : Fatigue  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I have never set flaps incorrectly, or departed, with an incorrect flap setting. This was the First Officer's takeoff. Both he and I departed with the incorrect flap setting today. After flying 4 tough, weather legs between ZZZ and ZZZ1 the day prior, I believe we were both still tired from dealing with the thunderstorms the day before. I didn't sleep well. Earlier, we discussed some serious stressors regarding challenges of a forced commute from a mandatory displacement and we could no longer rely on securing a passenger seat to work. My First Officer is being furloughed and was very concerned about the future and our Company. I had not been into ZZZ1 for a very long time. They had numerous taxiways closed and under construction. Initially, I thought I understood the taxi clearance, then realized I had it wrong. While doing the taxi checklist on the way out, I was preoccupied with my EFB trying to verify taxiway names. My EFB was (and remains) very slow to respond to screen manipulations. So, I was a bit frustrated looking back and forth between my device and the called checklist items. Given the glare of the sun against the flap gauge, and my difficulty reading it (I had not yet switched to sunglasses), I simply was distracted and misread the gauge. On the before takeoff checklist, I guess I simply "saw what I expected to see." I have a hard time believing I missed it. Once airborne on takeoff, I directed further acceleration in the climb to account for the flap discrepancy. The flight proceeded normally without further event.

What I could have done differently: I should have stopped the taxi when I could not get the EFB to respond. I should have put on my prescription sunglasses earlier. Having noted this error, I asked myself what else could I do in the future so this never happens again. Here's my personal fix (apart from being darn sure I read the gauge correctly). Since the throttle position blocks the view of the flap lever for the Captain, there is a metal ridge line just aft of the throttle quadrant. Follow that line and it takes you right to the flaps 15 position. Going forward, I know if that line doesn't carry into the flap handle, I am not at flaps 15.

Other thoughts: Why not add physically touching the flap handle and looking at it to confirm its position in addition to current practice. I will do this myself. I think it's easier to see than the MCDU or gauge. Since FOQUA monitoring captures errors, is it possible to program this system to alert the pilots when the flap setting disagrees with the programmed takeoff data?

## Synopsis

Air Carrier Captain reported setting and taking off with an incorrect flap position.

ACN: 1759319

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi  
Flight Phase : Parked  
Route In Use : Direct

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Door Area  
Cabin Activity : Boarding  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1759319  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
When Detected : Aircraft In Service At Gate  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

Narrative: 1

Flight Attendant (FA) A did not follow proper procedure arming his door and also when we arrived at the gate to have the agent open the door. He also continuously pulls his face mask away from his face when speaking and has trouble keeping it over his nose. Not sure how we can expect customers to comply with the face mask policy when the purser cannot comply.

Arming the door: he started by putting the girt bar in the brackets, not putting the red streamer over the window. When we arrived at the gate: he disarmed the door and soon after he cracked the door, before the jet bridge was even pulled up to the plane! Then when the gate agent was not opening the door FA A became frustrated. The gate agent was very confused and I could tell he wanted to address the issue but chose not to. Someone needs to go over door procedures and proper face mask wearing with FA A.

## Synopsis

Air Carrier Flight Attendant reported that a Flight Attendant did not use correct procedures arming and disarming the aircraft door. In addition, the Flight Attendant did not follow face mask policy.

ACN: 1759313

## Time / Day

Date : 202008

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1759313

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Flight Attendant

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Ambiguous

## Narrative: 1

Exceptions for face coverings is active eating and drinking and clarified as safety related duties including making a PA per policy. However, I have sought clarification from in-flight and have failed to address critical phases of flight concerns and emergency procedures. Wearing a face covering reduces the ability to perform safety functions critical to the safety of everyone on board. Why are we sitting away from jumpseats while customers are able to sit in all usable seats. We need to sit in our assigned jumpseats and not use alternate seating especially on full flights. Safest place is a jumpseat. Takeoff and landing, we need to stay in brace position and a face covering can hinder evacuation commands, communications with flight deck and instant situational awareness that is distracting due to face coverings. Pilots are able to remove face coverings for safety of flight issues on the flight deck and why are flight attendants not being allowed to be subject to the same safety and security standards? We need exceptions that are not political, safety of flight is our top concern.

## Synopsis

Flight Attendant reported that having to wear a face mask could affect the FA's ability to perform certain safety functions, especially in the case of an emergency situation.

ACN: 1759282

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory. TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Takeoff / Launch

Route In Use : Direct

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1759282

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1759285

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### Narrative: 1

The day began with a maintenance delay. In ZZZ XXX Radio issued us a Hold For Release Clearance about 15 minutes prior to departure. I read the clearance back and wrote down "HFR" at the bottom of my clearance.

Once bag loading was complete we started engines taxied, and took off. After takeoff XXX Radio called us and asked if we had departed. We then realized we had not gotten ATC release. Nothing further.

Keep the pacing normal, no need to rush.

Develop a technique to remind you that you do not have takeoff clearance.

On the next leg we also had a Hold For Release clearance and I put the checklist between the throttles to remind me and verbally repeated "Hold For Release" on every radio call on CTAF frequency.

### Narrative: 2

We were running late due to an FMC issue in ZZZ and trying to make up time. XXX radio said they would issue us a hold for release time when we had a better idea when we would be taking off. We finished up with loading, engine start and check lists. We took off and before we reported in with ZZZZ radar XXX called and asked when we would be taking off. We explained that we had forgotten to get the hold for release time and were enroute. They activated our flight plan and we proceeded without event. They gave us a phone number for ZZZZ and we called reaching ZZZ1.

I had not flown in 6 months due to the pandemic. In the future I will go slower and put out a visual reminder when ever issued a hold for release, such as a QRC between the throttles.

## Synopsis

Air Carrier flight crew reported taking off without an ATC clearance. Captain reported having not flown in 6 months.

ACN: 1759279

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 8000

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Flight Phase : Initial Approach

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 110

ASRS Report Number.Accession Number : 1759279

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments



Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Descending into ZZZ via the ZZZZZ2 it appears there was confusion caused by similar sounding call-signs. Although our controller did not specifically identify whether he or I made the mistake, it seemed like our flight ended up on a heading and descending to an altitude that was not intended.

We were operating Flight ABCD. The flight had been uneventful and we were "DESCENDING VIA" the ZZZZZ2 from the ZZZZZ transition into ZZZ. We were handed off to ZZZ Approach who appeared to be moderately busy on our frequency. Both the FO and I heard ABDC also on the frequency. At approximately ZZZZZ1, the Controller issued us a clearance to 11,000 feet at 230 knots. I acknowledged the clearance. The FO remarked that was a "different" speed and altitude than we typically received on this arrival. Shortly thereafter, we both thought we heard the Controller issue us, ABCD, a left turn to a heading of 330 and a descent to 8,000 feet. I acknowledged the clearance and we executed the clearance. Within a minute, the Controller came onto the frequency and I believe he said (without a mentioning a callsign) "you took the other's call," then told us to stop descent at 11,000 feet - which we were just descending through. The FO, without hesitation, disabled the Autopilot and stopped the descent and maintained 11,000 feet. The Controller then issued a turn back to 090. We made the turn and reset the automation. Shortly thereafter, we were cleared direct to ZZZZZ2 and we continued the flight without further event. We both did notice that every subsequent Controller seemed to excessively emphasize our callsign for the remainder of the flight which makes me suspect that perhaps I did "take" ABDC's call (330 Heading / 8000 feet MSL). However, the FO and I both felt relatively sure that we had heard our callsign.

Initially I thought it may have been poor planning, that put two similar sounding call-signs into the same airport at the same time without some mitigating tool like an "A" designator after the normal call-sign. However, some after-the-fact research seems to indicate that ABDC had incurred a long delay that put our flights in proximity. These flights would not normally operate in the approach environment at the same time. With the COVID-19 pandemic, we have seen FAA ATC consolidate many sectors. In this case, the Approach Controller was - at the very least - working arrivals from both the southwest and southeast. As flight schedules have increased a bit in July and August, I have had several experiences where Controller - and particularly frequency - saturation have occurred. Perhaps increasing ATC staffing levels - particularly in the approach environment would be appropriate.

## Synopsis

Air Carrier Captain reported taking an ATC clearance for a similar sounding aircraft on the same frequency. The Captain reported the Controller was working multiple sectors at the time.

ACN: 1759256

## Time / Day

Date : 202009

## Place

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

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Component

Aircraft Component : Cockpit Window  
Aircraft Reference : X  
Problem : Failed

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1759256

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Flight Crew : Landed in Emergency Condition  
Result.Flight Crew : Diverted  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Primary Problem : Aircraft

## Narrative: 1

After level off at cruise altitude FLXX0 I noticed a small crack in the lower left corner of the Captain's windshield. Approximately XX minutes later there was a complete failure of the outer layers of the Captain's windshield which caused spiderweb cracking everywhere. We elected to advise ATC and land successfully at nearby ZZZ airport without any further complications and parked at the terminal gate.

This aircraft had been parked at ZZZ1 for a number of months. I would surmise that this contributed significantly to this event.

Require these aircraft that have been parked for such a long period of time to be test flown first.

## Synopsis

Air carrier pilot reported the Captain's windshield cracked in cruise and the flight diverted successfully. Pilot surmised that the plane's lengthy time being parked contributed to the event.

ACN: 1759213

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : No Aircraft

Mission.Other

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1759213

Human Factors : Distraction

## Events

Anomaly.Ground Event / Encounter : Object

Detector.Person : Ground Personnel

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Loading one piece XXX lbs of freight, I stopped power-stow to check and had 1/2 to 1/4 inch clearance. It was dark and my glasses were foggy due to wearing mask and I could not see bolts protruding from freight which scratched cargo door.

## Synopsis

Ramp Agent reported damaging the aircraft during cargo loading because the agent's eye glasses were fogging up due to the face mask.

ACN: 1759211

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person : Gate / Ramp / Line  
Reporter Organization : Air Carrier  
Function.Ground Personnel : Ramp  
ASRS Report Number.Accession Number : 1759211  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Ground Personnel  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Ground Personnel  
When Detected : Aircraft In Service At Gate

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Primary Problem : Company Policy

## Narrative: 1

The aircraft arrived and ramp did not have a tail stand available and was going to start downloading [the] front of aircraft and telling [the] agent [it was] okay to attach jetbridge without the tail stand being installed. I spoke to Ramp Lead and he said it was okay to attach once again. I was concerned to do this since the procedures to offload passengers [in] X rows at time leaves the tail heavy still as ramp downloads the front. As we were attaching the bridge the Flight Attendant cracked door and started to open [it], but bridge was not attached yet [and] was about 3 feet away.

## Synopsis

Ramp worker reported that a tailstand was not available to support the plane while passengers were deplaned from the front of the aircraft.

ACN: 1759187

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Climb

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 6642.17

Experience.Flight Crew.Last 90 Days : 4.15

Experience.Flight Crew.Type : 2073.37

ASRS Report Number.Accession Number : 1759187

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Dispatch

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

### Narrative: 1

We departed ZZZ with incorrect release. Both the Captain and I missed that we were on release 2. There was a re-route which ATC had to read to us. The Dispatcher thought he published release 2 before the Captain signed release 1. He was mistaken. Captain signed for release 1 three minutes before the Dispatcher submitted release 2. The Captain and I should have caught the error when the Final Weight Manifest was reviewed. This was my third flight after being off for 6 months because of COVID-19.

### Synopsis

Air carrier First Officer reported the flight departed with incorrect release documentation. The First Officer referenced not having flown in the last 6 months due to the COVID-19 pandemic.



ACN: 1759162

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : IMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 21000

Experience.Flight Crew.Last 90 Days : 12

Experience.Flight Crew.Type : 737

ASRS Report Number.Accession Number : 1759162

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Flight attendants asked passenger to wear mask. Initially complied but kept removing mask. Called for Customer Service. Customer Service agent asked passenger to wear mask. Passenger removed mask as soon as agent walked away. Customer Service Supervisor called. Passenger removed.

## Synopsis

Air carrier Captain reported a passenger was removed from flight due to non compliance with face mask policy.

ACN: 1759113

## Time / Day

Date : 202009

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 5500

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 2.5

ASRS Report Number.Accession Number : 1759113

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2  
Location Of Person.Facility : ZZZ.TRACON  
Reporter Organization : Government  
Function.Air Traffic Control : Approach  
Qualification.Air Traffic Control : Fully Certified  
ASRS Report Number.Accession Number : 1759394  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Last 90 Days : 150  
Experience.Flight Crew.Type : 7000  
ASRS Report Number.Accession Number : 1759592

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

I had just taken the X and Y sectors from Z position during Configuration #X (A configuration that we rarely use and I haven't worked in at least 8 months) and did a recorded briefing. During briefing I took point outs from Z sector on 2 aircraft. One was Aircraft X who was on right downwind for Runway XR. Aircraft X was yellow as a point out on my scope. I was talking to Aircraft Y who was in trail of Aircraft X and descended him to the MVA of XXX. I then was setting up preferences and frequencies for the sector. The Z Controller was late turning base and I didn't notice. I turned base at my normal base turn not noticing that Aircraft X had turned a late base. When I noticed the mistake both aircraft were at same altitude and I immediately issued traffic alert to Aircraft Y and he reported responding to an RA and climbed. During that time after the loss of separation

the Z Controller got visual separation from Aircraft X. I turned Aircraft Y to the northeast and set him back up for a right base to XR. Both landed without further incident.

I shouldn't have taken a point out on aircraft who was still on downwind. Also I felt a little rusty on the configuration as we rarely use it. Also with the COVID staffing I have been working mostly mid shifts and hadn't adjusted the sleep patterns well enough and hadn't worked the busier traffic for a while.

## Narrative: 2

It was configuration #X at ZZZ where we depart the [Runway] Ys and pair up the arrivals for XL and XR. I was working the Z sector, which deals with the arrivals from the southeast and southwest, as well as the Y sector, which deals with everything in and out of ZZZ1, and the final sector, which works all arrivals into ZZZ. The traffic was mostly light with a slight moderate up-tick. The CIC decided to open up the final sector to deal with a little push. By the time the Controller sat down and was ready to take the brief I had a few things to clean up first. Once I was ready to give the brief for the final position I had 2 aircraft that I was just going to keep and point out to the new final Controller considering where they were at on approach. I had Aircraft Y within 15 miles of the airport on the straight in cleared for XR. Then I had Aircraft X over ZZZ1 at 6,000 set up to follow the straight in. I gave the briefing like normal, stating runways, non standard things, what runway ZZZ1 was on and then traffic. I displayed both the straight in aircraft as well as Aircraft X on the final Controller's scope stating that I would just keep those 2 and the rest will be his. At this point I went to talk to an arrival that had just checked on over ZZZZZ, telling him to expect XL. Once I finished that transmission I went to base Aircraft X. I gave him a 280 heading and 5,500. Once the aircraft rolls out on the 280 heading I called the airport and he said in sight. I then cleared him for the visual approach to Runway XR. I then shipped the straight in to the Tower and went back to issue a heading and descent to an arrival from the southeast. As I am issuing these instructions, I hear the final Controller say, what are you doing, at which point my attention is pulled back to Aircraft X who is on a dog leg to join the final on the visual approach. I see another aircraft turned directly at Aircraft X also descending to 5,500. I then issued traffic to Aircraft X and he responded with, in sight, and that they were responding to an RA. Aircraft X responded by descending further and the other aircraft, which was Aircraft Y, also responded by climbing. I believe the final Controller issued a traffic alert to Aircraft Y as well as turned him further to the north. Both aircraft were 1.38 miles apart when they were at the same altitude, once we got 1,000 feet they were only 0.54 miles apart. Aircraft X continued on the visual approach and landed without incident. Aircraft Y was boxed back around and also landed without incident. In the end, the new final Controller got distracted and turned Aircraft Y too early which resulted in the loss of separation.

In order to avoid this in the future I could have just waited to give up the final position so that I was the one working both aircraft, or I suppose I could have just given the final Controller all of the aircraft instead of keeping 2 of them. I don't like issuing frequency changes that low and close to the airport, which is why I didn't, but at this point it would have probably avoided the situation. The position could have also been opened just 5 minutes sooner and all aircraft would have gone to the new final Controller. I also should have issued a traffic alert instead of just traffic, but being caught by surprise that didn't happen. Honestly there isn't a whole lot more that could have been done differently. The final controller spaced and turned way too early resulting in the loss.

## Narrative: 3

I was the FO and PM on flight operating from ZZZ1-ZZZ on (date). Preflight through descent were normal. During approach, we were on vectors with Approach Control for the Visual to Runway XR. We were given a right dog-leg to final vector for Runway XR. Once we called the runway in sight, we were cleared the Visual Approach to Runway XR, but were not switched to ZZZ Tower yet. At approximately 7 NM from the field on a right dog-leg to final, and at approximately 4,500 feet MSL, we received a TCAS TA followed quickly by a TCAS RA to "Descend."

I referenced the traffic displayed on the PFD and immediately looked outside to my right and visually saw another aircraft that appeared to be on a right base or dog-leg to final for either Runway XR or XL at approximately co-altitude and approximately 1 NM to our right. I verbalized to the PF that I had the traffic in sight and they were climbing (as I verified we were complying with the "Descend" TCAS RA displayed on the PFD). Our maneuvers to comply with the TCAS RA were smooth and measured.

Shortly thereafter, we received a Clear of Conflict TCAS call. We were just joining the final approach course and above 1,000 feet AGL. Once clear of the conflict, we determined that we were stable and well above 1,000 feet AGL. I reported to Approach Control that we had received a descending TCAS RA and responded accordingly. We continued the approach and were told to switch to Tower frequency. The Approach Controller acknowledged our report and apologized and said that the Approach controllers had a mis-communication (or something to that effect). We switched to Tower and landed on Runway XR uneventfully.

I feel that the TCAS TA and RA alerts did the job they were designed to do. The TCAS system design, as well as our policies and procedures worked exactly as they should have for this situation. I think the fact that ZZZ was landing Runways XL and XR may have contributed to the inadequate aircraft spacing by Approach Control because landing on Runway YYL is by far the most utilized runway for the commercial airlines at ZZZ. We never received a traffic call from Approach Control the entire time we were on their frequency.

## Synopsis

TRACON Controllers reported a loss of separation while working combined positions due to staffing and handoff/communication issues. The First Officer of one of the aircrafts involved also reported the conflict and made reference to the miss-communication between controllers.

ACN: 1759034

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1759034

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger X was asked to put on his seatbelt 3 times before the aircraft door was closed and asked to place his carry on item under the seat but he didn't, also his face covering

was on his chin. I asked him to put his bag under the seat put his seat belt on and place the face covering over his nose and mouth but after the door was closed Passenger X still didn't comply. I let Flight Attendant A know.

## Synopsis

Flight Attendant reported a passenger was not compliant with seat belt, carry on placement and face mask policies.



ACN: 1759026

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1759026

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Prior to pushback, after "all passengers boarded" PA had been done, I did my briefing to the passengers who had been seated there. At this time seat XX2 had still been unoccupied. On my way forward, I secured the forward portion of the aircraft, where I had 2 passengers in seats Y1 and Y3 with all 3 tray tables down and all their carry-on items in the middle seat. I asked them to stow their items and continued forward. In the time that I made it forward, 3 more passengers boarded. First a gentleman, then 2 others that were traveling together. Without stepping in front of the first gentleman I acknowledged to him that there were still empty rows left in the back of the aircraft. I said the same thing to the two guys (traveling together). I saw the 2 guys make it to the back, but did not notice the first gentleman sit down.

During the demo, on my first walk-through, I had to stop at row X for the second time to address the carry-on and tray tables, although I would have most likely noticed the gentleman at this time, I did not. I knew we had been told we were on a "short taxi" so there was a time constraint already. During my oxygen demo, I once again had to address row X, as they still had not moved their carry-on and now were not wearing their facial coverings. Again, I did not notice the gentleman.

We quickly got up after 10,000 feet, I went to the back to get the snacks and this is when I realized he had not been sitting there when I briefed initially. I distributed snacks and then went to the gentleman who was sitting in seat XX3 and his wife who had moved to YY2 after he boarded. I gave him a briefing at that time.

## Synopsis

Flight Attendant reported not briefing an exit row passenger due to the late arrival of the passenger.

ACN: 1759020

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1759020

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Dispatch

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

This morning I had XX aircraft on my desk and all of a sudden the ATC strips were not filing. I had to then manually file all my flight strips which is a lengthy process with so many aircraft and immediately I was task saturated. I was able to get a few flights to depart but after I had to call in a ZZZ1 flight, I lost the ability to flight follow since that process takes a longer time than manually filing strips over the internet.

The issue we have is everyone was affected and I couldn't ask another Dispatcher for help since they were also having issues and didn't have the free time to look after additional flights along with thunderstorms all over.

Having IT issues is nothing new and we need to have faster resolutions and our workload is so high we can easily get over our head in an instant. We need more dispatchers for this shift and we have many dispatchers on furlough that could come in and work and it would help to have someone from IT inside for help.

The big issue is our company cares more for the bottom line than for the safety of the thousands of passengers we fly. I'm very fearful we will have some major incident soon.

## Synopsis

Dispatcher reported being overwhelmed with aircraft due to staffing shortages and computer system difficulties.

ACN: 1758920

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 154

Experience.Flight Crew.Type : 3000

ASRS Report Number.Accession Number : 1758920

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1758942  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Company Policy  
Primary Problem : Human Factors

## Narrative: 1

The A Flight Attendant immediately contacted us through the service interphone after hearing the single ring indicating our climb through 10,000 feet. He stated that he was not seated during takeoff, his galley was not secure, and that coffee had spilled on himself and his iPad. He then went on to state that the reason he was not able to complete his tasks prior to pushback and departure was because he was having to deal with passengers and their improper usage of masks. The B, C, and D Flight Attendants did not mention any passenger issues to us.

As the First Officer, take a more proactive role in ensuring the flight attendants acknowledge the single ring prior to takeoff. Also, it is my understanding that the flight attendants are supposed to immediately inform the pilots of any disruption or disturbance in the cabin in which they are unable to perform or complete their required tasks.

## Narrative: 2

After giving the chime and monitoring the bell across the PA I called for the Before Takeoff Checklist. After completing the checklist we switched the radio to Tower and they cleared us for takeoff with an aircraft on a 3 NM final. With this distraction, I failed to listen to the A FA make his Departure PA. Around 10,000 feet the A FA called to say he had been in the aisle during takeoff. He told the FO he had been talking to a couple of passengers about wearing their masks and hadn't received the attendant chime. He told the FO he had not fully secured the galley and had coffee spilled on his EFB and personal device. He said he had no physical injury or harm and that overall he was fine. I clearly heard the chime, but failed to monitor his PA.

A FA should not be monitoring masks before takeoff at that time because non compliant passengers are less of a safety risk than delaying preparation for takeoff. I will be more cognizant of listening to the FA PA per the AOM in the future.

## Synopsis

Air carrier flight crew reported a Flight Attendant was not seated for departure due to having to deal with passengers not properly wearing face masks.

ACN: 1758916

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 17000

## Environment

Light : Dusk

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use.STAR : ZZZZZ

Airspace.Class E : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 59

Experience.Flight Crew.Type : 59

ASRS Report Number.Accession Number : 1758916

Human Factors : Fatigue

Human Factors : Other / Unknown

Human Factors : Workload

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying



Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Last 90 Days : 55  
Experience.Flight Crew.Type : 6000  
ASRS Report Number.Accession Number : 1758930  
Human Factors : Other / Unknown

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

ATC changed the arrival and issued a speed up followed by a slow down speed restriction and also a descent clearance somewhere in there. The PF inadvertently deleted the crossing altitude restriction at ZZZZZ. He selected VERT SPEED to continue the descent and I failed to ensure we changed the MCP altitude to prevent going below 17,000 feet. Subsequently, I verbally intervened just prior to descending below 17,000 feet, but didn't do so effectively. We descended to 16,750 feet before recovering to 17,000 feet.

Contributing factors included: Day one of UOE [Upgrade Operating Experience]. PF has been on an AM schedule. PM didn't sleep well the night prior. PM lack of recent experience in FO seat.

I made the assumption that the PF was aware of the restriction and would meet it. When I noticed that the MCP altitude window was incorrect, I verbally intervened but did so ineffectively. I should have done a better job of bringing it to his attention and physically intervened as necessary.

## Narrative: 2

We were descending on the ZZZZZ1 STAR into ZZZ. I was the PF on my first day of UOE [Upgrade Operating Experience]. During the descent, ATC changed the arrival to the ZZZZZ STAR and to descend via the STAR. Then we were assigned to cross ZZZZZ at 17,000 feet, and instructed to start the descent prior to our VNAV profile descent point. I selected Vertical Speed mode on the MCP and verbalized and verified that mode. I did not reset the MCP altitude from the lowest published altitude to 17,000 feet for the change in mode. As we approached 17,000 feet at ZZZZZ, the PM said, "There's 17,000 feet." As I realized that we weren't leveling off, I spun the Vert Speed back into a climb and reset the altitude window to 17,000 feet. The lowest altimeter reading I saw was 16,720 feet, and we corrected back to 17,000 feet. The PM told ATC that we were at ZZZZZ at 16,700 feet,

and ATC directed us to descend via the ZZZZZ. There were no other issues with this flight or event.

## Synopsis

Air carrier flight crew reported numerous changes to the arrival resulted in a crossing restriction altitude overshoot.

ACN: 1758904

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 26000

## Environment

Flight Conditions : IMC

Weather Elements / Visibility : Icing

Weather Elements / Visibility : Thunderstorm

Weather Elements / Visibility : Turbulence

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Transport

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Component

Aircraft Component : PFD

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 4605

Experience.Flight Crew.Last 90 Days : 121

Experience.Flight Crew.Type : 86

ASRS Report Number.Accession Number : 1758904

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Troubleshooting  
Human Factors : Workload  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

Moderate to extreme precipitation throughout State X, enroute from ZZZ to ZZZ1 at 26,000 feet. Cleared by ZZZ Center about 60 NM south southeast of ZZZ VOR to deviate as needed for weather, when able direct ZZZ2. Using both radar and weather depicted on [the GPS], a flight path to avoid the worst of the weather was successfully flown.

Apparently in evaluating the weather display, and scrolling ahead to see where further weather was present on the GPS touchscreen nav/com, the COM1 soft button on the touch screen was inadvertently touched, and so center frequency for ZZZ Center was inadvertently swapped back to another/previous frequency. The issue was not immediately recognized because I was busy circumnavigating weather, and besides, with COVID, air traffic and comms are reduced. And since we had received clearance to deviate, when able direct ZZZ2, there was no need to immediately communicate further with center.

As a best practice, I will normally monitor guard on COM2, especially when flying in Class A airspace. However, with the additional workload of avoiding weather since takeoff, I did not do this.

As a result, I had inadvertently left Center frequency, and did not notice the problem until shortly after I crossed the boundary of ZZZ/ZZZ2 airspace, maybe XX minutes later, at which time I queried ZZZ Center on the frequency I thought was ATC freq. No answer. So called on previous frequency, was advised they had been looking for me, and handed me over to ZZZ2 Center.

After another XX minutes had passed, ZZZ2 Center asked me to call ZZZ Center upon landing because of a possible pilot deviation. I did so, and was advised being NORDO for XXX miles in Class A airspace is reportable as a pilot deviation in the wake of the Payne Stewart mishap.

Lessons learned?

1. Take extra care when using scroll or zoom features on GPS unit or any touch screen navigator to ensure frequencies / other settings are not inadvertently changed.
2. Always monitor guard on COM2, but especially in Class A airspace.

## Synopsis

Pilot reported being out of communication with ATC in Class A due to inadvertently changing frequencies and not noticing it until some time later.

ACN: 1758752

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 37000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ

## Component : 1

Aircraft Component : Altimeter

Aircraft Reference : X

Problem : Malfunctioning

## Component : 2

Aircraft Component : Airspeed Indicator

Aircraft Reference : X

Problem : Malfunctioning

## Component : 3

Aircraft Component : Air Data Computer

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1758752

Human Factors : Time Pressure  
Human Factors : Workload  
Human Factors : Distraction  
Human Factors : Human-Machine Interface

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1758755  
Human Factors : Time Pressure  
Human Factors : Distraction  
Human Factors : Workload

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation - Speed : All Types  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Diverted  
Result.Flight Crew : FLC complied w / Automation / Advisory  
Result.Aircraft : Equipment Problem Dissipated

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Aircraft

## Narrative: 1

Captain (CA) PF, First Officer (FO) PM. At FL370 while in cruise phase just north of ZZZ I noticed my airspeed starting to deteriorate. I glanced over at the FO's instruments and noticed his airspeed increasing. I then disconnected the A/P, A/T and went on Standby Attitude Indicator and began a descent to 16,000 feet, requested priority handling and began running the QRH for IAS Disagree. We also experienced an altimetry anomaly. FO showing high and CA showing low. As we descended my airspeed reached 120 Knots and was below the stick shaker "hook" on the Speed Tape while the FO's airspeed indicator was showing at or in excess of Maximum. Notified Dispatch, the flight attendants, passengers and ATC. At about FL200 the instruments on our PFDs began to stabilize in the normal range. This particular issue had been written up in the Aircraft Logbook 5 previous times. I asked Operations if they rather have the aircraft in ZZZ1 or ZZZ2. Returned to ZZZ1 as per Operations request. Cruised at 14,000 feet in order to land below MAX Landing Weight. Landed in ZZZ1 at 144,000 pounds with no further incident.

Repetitive AML Entry.

Keep aircrafts either parked or flying for the duration of this economic downturn, do not rotate aircraft in and out.

## Narrative: 2

[Narrative provided no additional information.]

## Synopsis

Air Carrier flight crew reported reoccurring altimeter and airspeed maintenance problems on an aircraft that had been in and out of service several times during the "economic downturn."



ACN: 1758738

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 6000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Takeoff / Launch

Route In Use : Direct

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Phase : Cruise

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1758738

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

## Events

Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Miss Distance.Vertical : 1000  
When Detected : In-flight  
Result.Flight Crew : FLC complied w / Automation / Advisory  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Light aircraft, 270 heading off Runway XXC climbing out of 6,000 at 3.8 feet per minute climb rate we received a TA/RA. Instructed to level off. We had traffic in sight and complied with the level off. Cleared conflict with about 1,000 feet plus separation and VFR horizontal separation.

Light aircraft high climb rate.

Reduction of throttle and lower pitch and complied with RA.

## Synopsis

Air Carrier Captain reported an airborne conflict followed by TCAS RA instructions which they adhered to by leveling off. The Captain made reference that the aircraft was light in weight for this flight.

ACN: 1758726

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1758726

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On a quick turn at ZZZ I closed out the flight and walked up to the terminal and spoke with the gate agent. I asked for number of passengers on the outbound flight among other things.

When I walked back down the jetway, a ramper showed me a photo of the inside of the cargo door where a nut was missing. I acknowledged that I intended to write up the maintenance issue.

I stopped in the forward galley to perform the Flight Attendant (FA) Briefing. It took longer due to side talking about FA's personal impact from COVID.

I got the cockpit and prepared the plane for the next flight forgetting to write up the maintenance issue (cargo door missing nut). I did not make the First Officer aware of the issue.

Quick turn. Distracted.

Pilots should verify maintenance issues first hand at the time it is brought to their attention. Pilots should write up all maintenance issues prior to beginning next flight. Pilots should follow the write up with a call to maintenance.

## Synopsis

Air Carrier Captain reported failure to enter a maintenance discrepancy in log book. Captain was distracted due to an extended briefing with the Flight Attendants regarding the personal impact of the COVID-19 pandemic.

ACN: 1758703

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 1500

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Initial Approach

Flight Phase : Final Approach

Route In Use : Direct

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1758703

Human Factors : Distraction

Human Factors : Time Pressure

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1758708

Human Factors : Distraction

Human Factors : Confusion

Human Factors : Time Pressure

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Some background, I am a new Captain, and this pairing I was flying with a First Officer (FO) [for whom] this was his second trip off IOE and had not flown for 30 days. I was the pilot monitoring, and the FO was the pilot flying. Descending into the airport we were assigned an RNAV approach. The FO did a good job setting up for the approach and giving the brief. We discussed some of the things about the approach including what to setup in the box and what needs to be done on the Mode Control Panel while we are flying the approach. There was lots of traffic in the area and the Controller turned us on the downwind a little early to avoid traffic that just had gone around. As we proceeded the Controller then vectored us on base and then on a 120 degree heading to intercept the approach course. We were also cleared down to 1,500 feet MSL and instructed to hold that altitude until established. The FO was slowing down and getting the aircraft configured prior to the FAF. As the aircraft approached 2 miles from the FAF we were flaps 5, the LNAV course just captured and we were level at 1,500 feet. I just finished checking in with Tower and got our landing clearance when the FO called "below 200 flaps 15." I did not verify the Gear was down, like I normally do and selected the flaps to 15 at which time the gear horn went off. It caught us both off guard, but I immediately selected a lower flap setting to quiet the horn and selected the gear down. The FO then called for the remaining flaps on schedule. While we were lowering the flaps the FO noticed that we just passed the FAF and the aircraft was not descending. The reason was he had not set the altitude window to the DA when cleared for the approach, and I had not noticed it because of the communication with Tower followed by the gear horn. Once he realized it he clicked off the autopilot and started the descent. I immediately set the altitude window to the correct altitude. As I glanced up I notice he had just passed through 1,000 feet MSL and was at 1,400 feet VS and reducing. As I mentioned the VS and was considering a go-around he was at 1,000 feet VS and on path so we proceeded. The landing was uneventful and on speed within the touch down zone.

New as a Captain, new First Officer, his second trip off IOE and 30 days between trips.

I let the FO land the next landing and fly the approach. We made sure that it was well briefed and I have added in my approach to landing brief about go-arounds, because the more I think about it we should just have done a go-around.

## Narrative: 2

Given heading 120 at 1500 feet to land XL just outside the FAF in ZZZ. Slowing down and configuring the aircraft I called for flaps 15 before calling for the gear. Gear horn sounded, Captain initially brought flaps back to 5 and I called for gear. Got configured for landing at FAF. Shortly after crossing the FAF noticed the plane wasn't descending, disconnected the autopilot and began a descent, initially a little too abrupt, noticed about 1,400 feet per

minute descent. Became stable at 800 feet, continued and landed without issues.

New to the plane, and a long break in between flights, 30 days since my last flight. The gear horn disoriented us enough to miss the altitude still set at 1,500 and not the DA.

Configure earlier and be sure to call for gear before calling for flaps 15. Continue to scan, keep situational awareness.

## Synopsis

Air Carrier flight crew reported flying an unstabilized approach. First Officer was the Pilot Flying and had not flown in 30 days.

ACN: 1758641

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 2100

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Descent

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1758641

Human Factors : Fatigue

Human Factors : Training / Qualification

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors



## Narrative: 1

Before departure we were re-routed because of convective activity over ZZZ1. After airborne we were re-routed 2 more times and assigned the ZZZZZ2 arrival and 17,000 feet as a final altitude. Later we climbed to FL210 for a better ride. We had checked the arrival constraints while at our cruise altitude of 17,000 feet and after climbing to FL210 we didn't notice that we were now missing a published constraint at ZZZZZ Intersection. Just prior to ZZZZZ Intersection, we were cleared to descend via the arrival so we set the bottom altitude, confirmed it and started the descent. The First Officer noticed the constraint on the chart and brought it to my attention, so I leveled off and added the constraint to the FMS and shortly resumed the descent. ATC did not mention the early descent and we were unsure of how far off the published path we got.

Cause - High workload, weather, lack of currency, failure to recheck descent profile after climbing. End of a long 3 leg day.

Suggestions - Automation awareness during low altitude cruise operations.

## Synopsis

Air Carrier First Officer reported missing an altitude constraint during arrival and cited workload, fatigue and lack of flight currency as contributing factors.

ACN: 1758627

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Environment

Weather Elements / Visibility : Thunderstorm

Light : Dusk

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 3230

Experience.Flight Crew.Last 90 Days : 70

Experience.Flight Crew.Type : 1045

ASRS Report Number.Accession Number : 1758627

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1758628

## Events

Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : Flight Cancelled / Delayed  
Result.Flight Crew : Diverted

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Weather

## Narrative: 1

We diverted back to ZZZ midflight due to a severe line of thunderstorms.

Dispatch was pressuring us to go when we did not feel that our planned routing would keep us clear of extremely hazardous weather. They filed us at XX,000 feet right in the convective cloud base on a flight that should have been closer to YY,000 [feet]. The squall line extended from ZZZ1 to east of ZZZ2. There were no gaps in the wall greater than 10 miles between storms prior to departure. I told Dispatch that it would be a waste of fuel and the passenger's time to conduct the flight because there was a very good chance of diverting. They still wanted us to go.

Nearing ZZZ [VOR] way point we observed extreme radar returns and did not see a safe way of maintaining proper distance from the severe weather. We contacted ATC for deviations and then ultimately a return to ZZZ. We had to hold and burn off fuel to land under MLW (Maximum Landing Weight).

In times such as these I understand that the company wants to complete as many revenue flights as possible. However if in the opinion of the Captain, the flight cannot be completed safely and would in turn cost the company \$X's more by attempting the flight, dispatchers should hold the flights crews evaluation of the situation to a higher standard and not be in a position to pressure crews and ultimately waste company dollars.

## Narrative: 2

Diverted back to ZZZ after approaching a wall of thunderstorms. We saw from the ground on radar that it was likely not safely navigable. Dispatch asked us to go anyway. When approaching the storm the inflight radar was nearly 100% attenuated at 50 miles.

If pilots aren't confident of making it around storms flight should have been delayed until storms have passed or broke up.

## Synopsis

Air carrier flight crew reported diverting due to an impassable line of thunderstorms. Crew stated that Dispatch was pressuring them to continue on planned routing to destination.

ACN: 1758598

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Flight Phase : Final Approach

Route In Use : None

Airspace.Class C : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Aircraft : 3

Reference : Z

ATC / Advisory.TRACON : ZZZ

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class C : ZZZ

## Aircraft : 4

Reference : A

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Final Approach  
Airspace.Class C : ZZZ

## Person

Reference : 1  
Location Of Person.Facility : ZZZ.Tower  
Reporter Organization : Government  
Function.Air Traffic Control : Local  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 4  
ASRS Report Number.Accession Number : 1758598  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Workload  
Human Factors : Confusion

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Ground Conflict, Less Severe  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Human Factors

## Narrative: 1

I had just taken the positions and had begun to disinfect my work areas. I cleared Aircraft X to land on Runway XX, the aircraft was approximately 6 miles out. I saw that I had Aircraft Y, with a release time, approaching Runway XY. West Departure began flashing me a point-out for Aircraft Z assigned 040, moving into my departure path. West then called on the shout-line, to provide me with more information regarding Aircraft Z's intentions to fly a radial from Center for 20 miles, and will approach my departure path. I then cleared another Aircraft Y's company flight to land on Runway XX.

At this point I was distracted with avoiding the point-out, making the release time for Aircraft Y, and disinfecting the work area. I cleared Aircraft Y for takeoff on runway XY, and had overlooked the Aircraft X that was cleared to land on Runway XX. By the time I noticed my mistake, Aircraft X was over the threshold of Runway XX and Aircraft Y was aligned with the runway. I canceled Aircraft Y's takeoff clearance, before Aircraft Y began the takeoff roll, and kept him in position on the runway. Aircraft X landed runway XX, followed by the other Aircraft Y's company flight. Before clearing Aircraft Y for departure. Even though Aircraft Y could have departed in between the Aircraft X and the following Aircraft Y's company flight, I decided to go with the larger gap.

Under normal circumstances, even with working all the positions, I would not have overlooked Aircraft Y that was cleared to land on Runway XX. All of the memory aides were in use. However, my scan was ineffective because I was distracted with disinfecting my work area; and remembering what stuff I had cleaned or did not clean, what stuff I touched that was clean or was not clean, and to disinfect my hand before touching already cleaned surfaces, if I touched something that was not clean. Combine that with the required head-down time to disinfect and that I had just taken the position, led to me being mentally unfocused enough to scan properly or remember my previous instructions.

I honestly am unsure about what could be changed. It is not really possible to clean a position before you take it, as the person still working the position needs to be there and touch everything, and cleaning around a person would be distracting. Aside from eliminating COVID-19 or testing everyone when they get to the facility, work is still the most likely place for me to contract the coronavirus.

## Synopsis

Tower Controller reported being distracted with sanitizing the work area while operations were still going on resulting in an aircraft being cleared to taxi on to the runway while another aircraft was landing on an intersecting runway.

ACN: 1758535

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1758535

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

## Narrative: 1

Noted after informing the flight deck of final passenger count that a guest had a mask with direct vent. Approached guest and apologized noting our policy requires a mask without a vent and offered to get one from stock on board. Guest switched it out no issues. Did station miss this? How is this communicated to guests if [they have] the wrong mask?

Ensure during boarding guests have proper masks.

## Synopsis

Flight Attendant reported a passenger boarded the aircraft with a non compliant type of face mask. Flight Attendant questioned how customer service missed the passenger wearing the non compliant face mask.



ACN: 1758529

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Flight Phase : Landing

Route In Use : Direct

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1758529

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

We went through with our beverage service with no problems. After the second trash service, Flight Attendant (FA) D came back and informed us that she had to ask [Passenger in] XX4 to put his mask on since he was no longer eating or drinking. We believe the person was supposed to be seated in XX5 but was with his family. She then had to ask him a few more times to put his mask back on. When we went to go by with the final trash service before landing, we noticed he again was not wearing his mask at all and not actively eating or drinking. I went up to him and informed him that we need him to wear his mask and it needs to be over his nose and mouth as part of the policy. He then informed me that he had a medical issue preventing him from wearing the mask. I let him know that it has been a policy that every person flying must wear their mask over their nose and mouth and that I didn't want to report him which would suspend his travel privileges with us. He looked at me very annoyed and said "well if I hold my water bottle, I cannot wear my mask, right?" I let him know that our policy is to wear your mask when not actively eating or drinking. So if he isn't drinking, he needs to be wearing his mask. I let him know that if he has a medical condition, then he may need to fly with a different carrier for the time being and that if he had a return flight, he would need to comply. He then took his mask off, and started to actively drink his water slowly so he didn't have to wear it. We were about to land, and at that point it was too late to give him another warning. I spoke to the Customer Service Agent upon landing and informed her of the situation and she discovered they were flying back in a week. I let her know I was going to fill out a report and she said she would talk to her lead about what to do next. Potentially suspend his flying privileges, but not his wife and child. They were complying the whole time. He was the only one not complying.

## Synopsis

Flight Attendant reported a passenger refused to comply with the face mask policy during flight.

ACN: 1758518

## Time / Day

Date : 202008

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Crew Rest Area  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1758518  
Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Attendant  
When Detected : In-flight

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Temporary, COVID inspired FARs require that only one Flight Attendant (FA) can take their break in the crew facility per break. However, FARs (and company policies as well) state that if the crew facility is occupied at all, the bunk with the phone in it 'must' be occupied as well. Therefore, if FAs are not allowed to occupy more than one bunk per break in order to keep physical distance from other FAs and not re-use any bunks, then we would actually be violating the FAR that requires the phone bunk to be occupied.

Therefore, I occupied the phone bunk on this flight for my break in order to fulfill that FAR and safe practice. I left my mask on during my contractual rest break. There was another FA in the facility as well, in the most forward bunk furthest away from the phone bunk, which is the most aft on the right side.

For the second break, another FA occupied the phone bunk (after I had wiped all surfaces

I had touched) in order to fulfill that safety requirement--but in violation of the COVID policy not reusing of bunk rule. There was also another FA taking their (second) break in the facility.

I feel it is 'more' unsafe to not comply with the requirement of having a FA in the phone bunk if the rest area is being occupied, therefore I complied with the older (and more logical) FAR. Senior FA who chose to use bunk for their break did not want to use the phone bunk.

Also, I feel it is unsafe to only have one FA taking their contractual rest break in the facility per rest break. I have occasionally encountered FAs on rest breaks that have had health issues that needed medical attention. If someone were to suffer a health emergency while alone on a rest break, it could be a long time before another crew member could be alerted.

Also, if a fire were to break out in the rest area we would not have enough FAs to both fight the fire and to communicate to the cockpit on the status of such an incident.

## Synopsis

Flight Attendant reported safety concerns with having to follow COVID-19 procedures regarding the use of the crew rest area.

ACN: 1758517

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Parked

Flight Phase : Initial Approach

Flight Phase : Cruise

Flight Phase : Landing

Route In Use : Direct

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1758517

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

A commuting Captain was not wearing [a] mask the whole flight. The situation started when I asked the [commuting] Captain during the flight to wear his mask, his reason [was] because of the open bottled water he was holding the whole flight. When deplaning the commuting Captain approached me before he is about to leave the aircraft and asked me about the wearing of the mask policy and mentioned that I was being [demanding].

I do believe that safety is our priority [for] both passengers and employees, and I believe that the Captain should be the model to all the passengers for wearing the mask in the aircraft, but he is the one who breaks the procedure.

## Synopsis

Flight Attendant reported a commuting Captain was non compliant with face mask policy.

ACN: 1758500

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Dusk

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Landing

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1758500

Human Factors : Distraction

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### Narrative: 1

After landing we realized we had landed at 150 knots when approach speed was supposed to be 136. 150 knots was our clearance to the final approach fix. We were distracted looking for birds the Controller told us were at our approach end. This was my second flight after not flying in three months.

At 500 feet instead of saying stabilize clear to land should have verified approach speed bugged and actually flying.

### Synopsis

Air carrier Captain reported a speed deviation on landing and attributes the error to being distracted as they looked for birds pointed out by ATC.



ACN: 1758486

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZZ.ARTCC

State Reference : FO

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Descent

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1758486

Human Factors : Situational Awareness

Human Factors : Workload

## Events

Anomaly.Deviation / Discrepancy - Procedural : Other / Unknown

Anomaly.Inflight Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Departure Airport

Result.Flight Crew : Diverted

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

About 45 minutes from landing at ZZZZ1, we received a message from Dispatch advising us that a natural event was being tracked in an area that would interfere with our approach and landing. Dispatch was working to provide us with a diversion airport suitable to the aircraft we were flying. Workload was compressed due to fuel range, crew duty, and COVID-19 regulations which were in effect. During descent we communicated via ACARS that the crew would need rest accommodations at the landing airport. I believe I failed to communicate my precise intentions to Dispatch concerning this phase. We were told that management was working to find a suitable diversion situation for us. At this time the [Captain] and myself agreed to get the airplane on the ground safely and then decide what we would do from there. We set up and conducted an approach to Runway XX in ZZZZ. Upon landing we were given a gate, but were unable to open doors due to the virus lock down. We agreed that our only reasonable option was to take fuel and Dispatch back to ZZZ, and this we did. We discussed our best way of conducting this flight and signed a fit for duty release. After takeoff on Runway XX, we proceeded to ZZZ and landed without incident.

The divert was unexpected, but of course this sometimes happens. The COVID-19 procedures in effect at our divert airports was definitely a factor. Also, the aircraft we were flying was further limited due to it not being authorized for certain operations in this country. We experienced ACARS no comm at certain phases of descent. We didn't feel we were getting a good picture of what our options would be once we landed, but decided to proceed one step at a time. I take full responsibility for my decision to continue the flight to ZZZ. We actively used tools we had been taught in training. I feel under the onerous conditions of the situation that we acted in a safe and responsible manner.

I believe this situation was made more difficult due to the unusual conditions of COVID-19. The only thing I would suggest, is to use another type aircraft for operations to ZZZZ1, as this would provide us with more flexibility during a divert.

## Synopsis

Air Carrier First Officer reported that after having to divert they were unable to disembark the aircraft due to COVID-19 restrictions at that airport. The crew decided to refuel and return to the origin airport.

ACN: 1758478

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1758478

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Aircraft X was enroute when Flight Attendant notified the Captain that several passengers were not complying with crewmember instructions by refusing to correctly wear their face coverings in flight. Numerous nearby passengers complained to the cabin crew and the cabin crew unsuccessfully tried to get the passengers to comply. After multiple attempts all three passengers did not comply with Flight Attendant instructions. The flight continued without further incident.

Passengers were not taking Flight Attendant instructions seriously. Perhaps enacting more severe penalties for non compliance with current face covering policy would make passengers take the situation more seriously.

## Synopsis

Air carrier Captain reported several passengers were not complying with the face mask policy.

ACN: 1758439

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 3173

Experience.Flight Crew.Last 90 Days : 96

Experience.Flight Crew.Type : 3173

ASRS Report Number.Accession Number : 1758439

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

The Captain left the flight deck to get some food in the terminal. I remained on the flight deck preparing for the next flight back to ZZZ1. Cleaners came on board as usual to clean the aircraft. Someone had partially closed the flight deck door during this process. The next thing I know I'm overwhelmed and choking on what feels like a strong aerosol type spray. I immediately departed the flight deck as it was hard to breathe. When I exit the aircraft on to the jet bridge the entire cabin crew and deadhead crew were waiting for the cleaners and sprayers to complete the cleaning process. I got some water to try and clear my airway. While I was doing that one of the flight attendants went to talk to the gate agent regarding this situation. Apparently this had happened before. No one knew I was on the flight deck nor did they properly clear the aircraft before spraying. I don't know how long I was breathing those chemicals before it overwhelmed me. I was never informed that the aircraft was going to be sprayed while I was on board.

## Synopsis

Air carrier First Officer reported ingesting aerosol fumes in the flight deck from cleaners that were on board sanitizing the aircraft without making sure it was empty.

ACN: 1758347

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Flight Phase : Parked

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1758347

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Passenger came onboard without a mask (wasn't even on his person). The other FA asked him to put a mask on and he did. During boarding, he had to be reminded to wear his mask. During climbout, passenger ignored seatbelt sign and got up. Announcement was reiterated to remain seated. He sat back down but did not put seatbelt back on until he was approached to do so. During service, he was again, not wearing mask. I told him to put it on and he complied. During walk through, his seatbelt was once again off while the seatbelt sign was on. He had to be asked again to put it on. He wasn't happy about it but complied. After the cabin had been secured for landing and the cabin had been secured for anticipated turbulence, he took his mask back off. At that point, it was turbulent and unsafe for us to get up. The other FA had to motion for him to put the mask back on. He complied but the mask continued to come off and we continued to motion to put it back on. After gear came down, the passenger got up (in moderate turbulence and on final approach) and moved seats. We made an announcement for him to be seated immediately. He did not stay in his original seat, but ultimately moved to a different seat anyways.

Upon landing, the other FA told him moving when he did was absolutely unsafe and completely unacceptable. He just got off the airplane. The passenger got up in turbulence on final approach after gear came down and moved seats despite being told not to. It was unsafe to make him move back to seat for weight and balance.

This passenger had a complete disregard for safety and was incredibly non compliant. While all little non compliant moments at first, it continued until he did something that was truly dangerous to the people sitting near him. Not only was he non compliant with our mask policy but his reckless behavior in moving around during turbulence after being told not to could have easily injured those around him. He shouldn't be allowed to travel with us in the future.

## Synopsis

Flight Attendant reported a passenger was non compliant with face mask policy and also changing seats while in turbulence and on final approach.



ACN: 1758346

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1758346

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was the B FA on Aircraft X. We had a passenger that did not want to wear his mask. Said he had a medical condition. I told him since it was not said or documented in our records [the mask] had to be over his nose if he was not drinking or eating. Passenger was seated in XX1. FA A told me she was talking to him before takeoff. I had to remind him on service. FA D came and said he was not in compliance. We explained to her. Breakdown was in CRM on my part. Allow medical notes from doctors.

## Synopsis

Flight Attendant reported a passenger was non compliant with face mask policy during flight. Reporter stated the passenger said he had a medical condition, but it was not noted in the crew's records.

ACN: 1758344

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1758344

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Parents stated their X year old child will not wear [a] mask when we were just about to take off. I was doing final walk through when I discovered [this]. Due to the timing I decided to not enforce mask policy. I stated to parents they may not be able to fly again if

their child does not comply with policy. I asked customer service to meet plane to explain policy for their next flight. Please remove mask policy for children under 5 at minimum.

## Synopsis

Flight Attendant reported allowing a child to fly without wearing a face mask. The child had refused to wear it.

ACN: 1758342

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1758342

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

This is not simply an issue for this flight, but after 5 days of working flights, I want to report the concern since it happened very frequently on this one. Although we make the announcements about masks often and model proper behavior, passengers often forget to pull the mask up to cover nose and mouth, letting it rest on chin. What is especially problematic is that when I am serving, many pull it down and talk right at my face. I step

back and ask and motion to them to pull it up but often they seem confused. This happens many many times on each flight.

Merely making announcements doesn't seem to do the trick. Serving does not feel safe for me as a result. It may seem like a silly idea, but what about a role play with the two flight attendants after takeoff in front of cabin to demonstrate not to pull down mask? Sort of like the safety demo, with a set script where the one pretends to pull down mask and the other says "Please don't do that!"

It's worth a try. It could stick in people's heads better with a demo, based on teaching techniques.

## Synopsis

Flight Attendant reported problems associated with passengers wearing face masks improperly.

ACN: 1758326

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 10

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 40

ASRS Report Number.Accession Number : 1758326

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was pilot flying. We were light with only XX passengers. Vref was 125. FO called Ref plus 6 at 100 foot call-out. I started reducing power smoothly and power was idle at about 50 feet AGL. Flare was initiate at about 25 feet AGL. We received stick shaker just prior to 10 feet call-out. Slightly lowered the nose and landed normally with mains first.

I believe that the main cause of the shaker activation was the Vref being so low due to the lower than normal weight due to less passengers and fuel. Vref being so low and closer to low speed cue may have caused the stick shaker to activate while flaring. Another cause could have been from reducing the power too early however I'm unsure if this is the cause due to being on speed at 100 feet with a speed of Vref +6 and slowly reduced power until the 50 foot call-out from the RA. I would however like any insight that can be given so that this does not reoccur.

I believe I should have kept the power in a little longer and possibly even kept the aircraft a little faster even though we were on speed at 100 feet. Also a go-around should have been performed as soon as the stick shaker activated due to an unstable approach. The aircraft was still flying and was close to the ground so I gently relieved back pressure to reduce angle of attack until the aircraft touched down, but could have performed a bailed landing and came around to try again.

## Synopsis

Air carrier Captain reported experiencing a stick shaker at 10 feet on final and cited a low Vref due to the aircraft being light in weight as a contributing factor.



ACN: 1758276

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1758276

Human Factors : Troubleshooting

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Human Factors

## Narrative: 1

I was Captain on Aircraft X, ZZZ to ZZZ1 today. A large family traveling together with some adolescent children created a disturbance at the gate area and continued after boarding. The station CSM [Customer Service Manager] tried to help contain their behavior, however; after my FA asked one of the children to wear their mask properly once boarded, the family took exception and caused a stir using unacceptable language. I stepped back to salvage the situation and calm the passengers, but I was not successful, and I asked for several of them to deplane. Local security and both station managers and in flight managers arrived to assist. Good work by the local ZZZ CSM allowed us to only remove the X adults and the several children. This resulted in a delay, of which we made up some enroute. Flight was uneventful otherwise and several passengers stated appreciation for our handling of the situation.

CSM attempted to preempt any problems prior to boarding. She was a great CSM.

## Synopsis

Air carrier Captain reported a family was removed from a flight during boarding due non compliance with face mask policy.

ACN: 1758247

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase.Other

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 11234

Experience.Flight Crew.Last 90 Days : 64.3

Experience.Flight Crew.Type : 3267

ASRS Report Number.Accession Number : 1758247

Human Factors : Physiological - Other

## Events

Anomaly.No Specific Anomaly Occurred : All Types

When Detected : Pre-flight

Result.General : Work Refused

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

After reporting at XA:15 for a XB:45 pushback to ZZZZ, we were delayed for a maintenance issue. Our CCO time was XD:28, we waived and agreed to extend for 2 hours

until XF:28. The time ran out and we were delayed because of legality issues. It took us 1 hour to get to the hotel, because of late night and COVID-19 procedures. I entered my room at XG:30. I tried to find some food because the intention was to complete the 15 hour flight to ZZZZ. I found no food so elected to try to rest. I rolled around trying to decompress and unwind from the on again off again rolling delay of the maintenance issue. I finally fell asleep around XJ:00. At XK:00, the hotel started to come alive. There were numerous door openings and closings. They were obviously crew members leaving for work. Not 45 minutes after numerous crew members departed for work housekeeping arrived to clean and disinfect the rooms. It seemed like due to COVID-19 the process took longer and was much louder than it should have been. By that time it was XN:00 and I had slept for maybe 60 minutes. I decided I was not fit to fly due to operational caused fatigue and informed the crew desk at XO:00.

## Synopsis

Air carrier First Officer reported a maintenance delay combined with COVID-19 procedures resulted in being unfit to fly due to fatigue.

ACN: 1758229

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 1800

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

ATC / Advisory.Tower : ZZZ

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 2060

Experience.Flight Crew.Last 90 Days : 27

Experience.Flight Crew.Type : 2060

ASRS Report Number.Accession Number : 1758229

Human Factors : Workload

Human Factors : Time Pressure

Human Factors : Distraction

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Approach briefing was completed for the arrival and ILS Runway XXR at ZZZ with planned use of Flaps 25 for landing. During arrival and approach to ZZZ ILS XXR, ATC clears crew (prior to ZZZZZ) to descend via the ZZZZZ5 RNAV arrival to ZZZZZ1, expect ILS XXR. Descent is initiated from FL400 using "DESCEND NOW" in LNAV/VNAV. Due to very light passenger loads, aircraft ZFW is approximately 145K with a gross weight of approximately 157K for descent and arrival. With Cost Index of 28, FMC calculated ECON descent speed is much slower than normal (approximately 265 KIAS) which results in VNAV commanded speeds less than published on the arrival. PF uses speed intervene function versus reprogramming the FMC descent page to maintain published speeds. All descent alt and speed parameters are met through bottom of descent (7,000). ATC subsequently clears the flight to intercept the ILS course only after ZZZZZ1 and assigned two subsequent altitudes (6,000 then 5,000 feet) after passing ZZZZZ1. Autoflight is still engaged with LNAV/VNAV and LOC Armed, with speed intervened from 230, then 200 prior to clearance for approach. At approximately 3-4 miles prior to ZZZZZ2, ATC gives clearance for the approach and airspeed 180 kts. At this time the aircraft is above glidepath and fast. Approach mode is armed by the PF. Full speedbrakes are deployed while slowing and configuring to Flaps 5. Still above glide path, the PF selects V/S and -1,500 initially to descent onto the glidepath. As a result speed increased to 219 kts before flaps were retracted to Flaps 1 to prevent overspeed. Gear is lowered instead to aid in the descent and slow the aircraft. Autoflight is disengaged by the PF at approximately 2,500-3,000 feet. The glideslope is intercepted at approximately 1,800 feet and 180 kts. PF calls for flaps 25 and speedbrake is stowed and landing checklist completed. Idle power was required to maintain glidepath and slow, however at 1,000 feet, aircraft was approximately 15-20 kts fast and slightly above glidepath. PF verbalized the "fast and correcting" condition. (Target speed was 123 kts for Flaps 25). Airspeed was decreasing slowly and just above GP but was still well above target (approximately 12-13 kts) at the 500 feet call. Other parameters were not noted. PF continued to land and aircraft crossed threshold approximately 5-7 kts above target. Normal touchdown and braking (autobrakes 2) and turn off were completed. A thorough debrief was completed after parking.

NOTE 1. PM - Flight was first flight back after 4+ month absence and recent landing re-qualification for the Captain.

NOTE 2. PF - FO had some recent, but overall limited experience at ZZZ due to mostly international schedule prior to COVID-19.

## Synopsis

Air carrier First Officer reported being high and fast on an approach and cited lack of flying as a contributing factor.

ACN: 1758133

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 5

Altitude.MSL.Single Value : 1800

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Haze / Smoke

Weather Elements / Visibility.Visibility : 3

Light : Daylight

Ceiling.Single Value : 20000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Cruise

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 10000

Experience.Flight Crew.Last 90 Days : 4

Experience.Flight Crew.Type : 200

ASRS Report Number.Accession Number : 1758133

Human Factors : Other / Unknown

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Air Traffic Control

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Was told to remain clear of Class C. Haze and smoke worse than expected, and due to reduced visibility was momentarily distracted. Failed to maintain clearance from Class C. Controller did not mention it, but I looked at GPS when I had a moment, and was in Class C or very close.

Really, the issue here was due to COVID, I have little flying time in last 6 months, and was behind the airplane as a result. Messing around with brand new avionics, I was distracted long enough to breach Class C.

## Synopsis

Pilot reported a possible airspace violation and states the reason was due to the lack of flying time in the last 6 months due to the COVID-19 pandemic.



ACN: 1758116

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1758116

Human Factors : Confusion

Human Factors : Communication Breakdown

Human Factors : Other / Unknown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

On this flight, I feel the safety of passengers and crew were put in jeopardy. A uniformed, non-revenue pilot felt that the company policy that all passengers and crew members must wear a face covering didn't apply to him. He stated that he had a doctor's note

stating he didn't have to wear it. The agent spoke with him and the working pilot, and they both decided that he didn't need to wear the mask. I didn't feel safe enough to fly, and removed myself from the flight. I question why, in a pandemic, the Captain has sole authority over this type of safety procedure.

All employees need to be aware of company safety procedures.

## Synopsis

Flight Attendant reported a non-revenue passenger was allowed to ride on the flight and not required to wear a face mask.

ACN: 1758114

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

ASRS Report Number.Accession Number : 1758114

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

## Narrative: 1

This flight was originally scheduled to be a type X aircraft, but was downgraded to a type Y aircraft. One of the Customer Service Reps asked me if they could use the blocked seats, X5 and X6 because first was booked with too many people and they would have to downgrade two passengers. I said no, X5 is my assigned jumpseat due to the FAA exemption guide due to COVID. My normal jumpseat is X5 inboard, but the exemption reference guide has my assigned jumpseat as seat X12 for this aircraft. There were three agents working the flight. Boarding was chaotic as they were trying to depart to as close on time (the aircraft swap made the flight late) as possible. The door was closed quickly and there were two passengers sitting in seats X5 and X6. I asked them if they were assigned those seats, because when I looked 20 minutes prior they were still blocked in my link. They had boarding passes that gave them those seats, so I had to sit in my normal jumpseat of X12 inboard. I was specifically asked about it and I said no, so I'm not sure why two passengers were placed in those seats and how those seats were able to be unblocked in the first place.

## Synopsis

Flight Attendant reported being displaced from the seats assigned due to COVID-19 changes, by passengers assigned to the seats.

ACN: 1758109

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1758109

Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

As the crew was leaving the plane one of the ground personnel told the whole crew (very loud and rudely) that one of our passengers was wearing a bandanna as a face covering. We were not aware during boarding; no one had a bandanna on. I told him we cannot police everyone changing masks. I personally believe he changed it as they were leaving

the plane as I never saw a bandanna on anyone as they deplaned. Flight Attendant C handed a mask to the gentleman that we saw in customs wearing a bandanna mask. She had one and asked him to wear it instead of the bandanna.

## Synopsis

Flight Attendant reported being told by a ground person that one of the deplaning passengers was wearing a face mask that did not meet regulations.

ACN: 1758059

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component : 1

Aircraft Component : Airspeed Indicator

Aircraft Reference : X

Problem : Malfunctioning

## Component : 2

Aircraft Component : Altimeter

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1758059

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Human Factors

## Narrative: 1

Ground operations were relatively uneventful except for some discrepancies with the aircraft upon arrival. APU was running and ground power was on the aircraft, there was 300 pounds of fuel in the center tank and there was a 400 pounds split in the mains with the left side lower. I discussed with the FO our cost saving measures which require waiting to start the APU. I elected to run the APU off of a right main with cross feed open in order to balance fuel prior to takeoff. Our release was scheduled for 10,500 pounds but we had 12,000 pounds in the tanks and was surprised the release was not accurate. The FO and I discussed TO and Landing data, fuel distribution, and the location of center body fuel pumps as well as the requirement to monitor the cockpit if center pumps are used. We also discussed the need to be extra vigilant when flying into or out of ZZZ or ZZZ1 due to maintenance and storage at those locations. Forms review revealed [seats] X 1, 2, 3 power ports inoperative and I requested the gate agent re-seat the passengers from X1 AND X2 prior to boarding. FO did the walk around about 20-15 minutes prior to departure. On return I asked if he saw the pumps in the wheel well, since no one had shown them to him, we went out quickly and I pointed 4 fuel pumps accessed from the wheel well. The rest of ground operations appeared uneventful. We pushed back 5 minutes early with no abnormal last chance from the ground crew and then we were give a controlled TO time due to flow control into ZZZ2.

We were cleared for Takeoff and as PF I hand flew the aircraft to approximately 12-15,000 feet and then engaged the left autopilot. After level off we were cleared direct ZZZZ (feeder fix for ZZZZ ZZZ2). During cruise @ FL220 I burned the 300 pounds from center tank and cross fed to balance mains. At approximately 20 minutes after TO, while in cruise I notice the CA and FO altimeters were "bouncing" about 20 feet standby was normal and all 3 airspeed indicators agreed. We discussed possible mountain wave, or some static port icing. Airspeed was stable but we set 280 KIAS then we set 290 KIAS for STAR transition. Then we were cleared ZZZZ and I set 270 KIAS to match STAR restriction. Then 20 miles prior to top of descent we were given "descend via ZZZZ4". I set 6000 feet in the MCP and verified VNAV path and executed the "descend now" for 1000 VVI to capture the path. Then CA and FO altimeters were about 20 feet different and they were about 250-300 feet from the standby altimeter. During the descent we were given 17,000 then stopped at 11,000 feet then direct ZZZZ for XXL then Descend and maintain 5,000 feet.

During the descent, the split from standby altimeter was reduced and the bounce seemed to quicken and lessen. By 7,000 feet it had disappeared completely. All indications were normal. We configured Flaps 30 degrees Brakes 2 with a standard landing assessment. I disengaged the autopilot at about 1,000 feet and the landing rollout and taxi back to X22 were uneventful.

I had failed to sign the logbook prior to flight. So, after flight I reviewed the last 7-10 days to see if there were any similar write-ups. I saw the aircraft sat for 3 days. I didn't notice anything else in the logbook and signed it.

I met the oncoming CA on the jet bridge and discussed what I saw. I offered to write it in the logbook if he wanted and he declined. I said it was a little weird but seemed to self correct and didn't want to waste Maintenance time on something that they "could not duplicate." Later I received a call from a safety representative and was told about an air

return for an unreliable airspeed / altitude. We agreed I should have written up the event in the log book and this is the reason for my report.

Causal factors include:

- 1: Maintenance procedure not complied with or annotated in logbook.
- 2: Aircraft repositioning crew failed to notice static blockage.
- 3: Inattention to detail. Flight crew failed to notice static blockage during walk around.
- 4: Low sun angle and Jet bridge may have partially obscure view of blockage.
- 5: Ground push crew failed to notice blockage during ground operation.
- 6: Arrival ground crew failed to notice blockage.
- 7: PIC failed to make a logbook entry regarding altitude anomalies even though they appeared to self correct.
- 8: Ground/Maintenance failed to notice blockage and PIC did not do a post flight inspection after having knowledge of the possible problem with the static ports.

Suggestions:

- 1: Write up any abnormal indications and let maintenance determine if it's acceptable or not.
- 2: Be extra vigilant because airplanes are being stored and they break more often.
- 3: ZZZ is a maintenance base, so consider an early show and have both pilots do the walk around.
- 4: Focus! Many FOs are distracted with job security.
- 5: PIC post flight. Take the extra minute to do a post flight walk around after an event like this or one requiring a write-up.

## Synopsis

Air carrier Captain reported experiencing unreliable airspeed and altitude indications. Captain stated that due to not reviewing the logbook before the flight and an improper preflight, the potential pitot-static system issue was not identified prior to the flight.



ACN: 1758054

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1758054

Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

We were preparing the cockpit for departure and were given a form for the Refueling Door Cycling Procedure. I remember reading about this and I remember that a message must be sent. I also remember there was some verbiage that needed to be written in the text field.

I could not remember exactly what needed to be written. I found the reference and read through it quickly and I missed the area that had the required verbiage. Being close to departure time and not able to locate the exact verbiage I entered the Fuel on Board figure.

As a suggestion move the verbiage into a message. Also it would be very helpful if the reminder about the entry could include the verbiage on the form given to the cockpit crew from the fueler. The procedure and information that we need is readily available on this form.

This was my first trip back flying in over 5 months and I was not as comfortable as I normally would be if I was flying a regular basis. I will make sure that this does not happen again in the future.

## Synopsis

Air carrier Captain reported not entering required verbiage onto a form and said that lack of recent flying contributed to the oversight.

ACN: 1758029

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1758029

Human Factors : Troubleshooting

Human Factors : Situational Awareness

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Weather

Primary Problem : Company Policy

## Narrative: 1

Wearing a mask, difficulty breathing indoors, and outdoors in 90+ degree weather. Lack of oxygen, creates confusion and lack of situational awareness. Social distancing should be practiced and mandatory masks should be repealed. Mask optional.

## Synopsis

Ground employee cited several reasons why face masks should be optional.

ACN: 1758027

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1758027

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Ground Personnel

Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

While boarding flight, a toddler who was being carried by her mother put her hand on the top of the gate podium plexi-glass, and the glass came loose and fell. Luckily I was right there and able to catch the sheet of plexi-glass before it struck the mother or child. This could have caused injury.

## Synopsis

Customer Service employee reported having to catch the plexi-glass sheet from the podium after it became loose from it being touched by a toddler in the arms of an adult.

ACN: 1757915

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757915

Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Flight Attendant Crew was told before boarding that we had passenger boarded on our flight who had gotten a warning on his previous flight but the Supervisor said as long as he kept his mask on during boarding he was okay to fly on our flight.

This seems like a straight forward violation of policy and safety. The policy is very straight forward. Are the Airline's supervisors not following the procedure because that's their instructions and if so, why not?

## Synopsis

Flight Attendant reported a passenger who had previously violated the face mask policy was allowed to board this flight.

ACN: 1757912

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757912

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger A boarded and I noticed her mask was down I advised her to cover her nose for boarding. She was sitting in X6. She later came up to first class as the Customer Service Agent (CSA) upgraded her. She came up with her mask below her nose. I told her please cover your nose and this is the 2nd time I've had to tell you. She then said is this required I said yes it is required. I spoke to the CSA who informed me she is a non-revenue passenger. This made me very uncomfortable. I asked her if she was non-revenue and who she knew at the Airline. She asked me why and I said because you aren't wearing your mask and I need to report it. She refused to give me the name. I honestly didn't feel comfortable having her be seated in first class and on the flight. He said it was up to me to have her off. I decided to let her go. This is unacceptable behavior for a non-revenue passenger.

I shouldn't have to feel unsafe or have her argue with me about wearing the mask. I would also let them know flight benefits can be removed and how serious COVID-19 is taken.

## Synopsis

Flight Attendant reported non-revenue passenger refused to comply with the company's face mask policy.



ACN: 1757910

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757910

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757914

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Guest noted with mask not over nose. Was asked to bring mask over nose in compliance with policy. He gave some body language he was not pleased, but he appeared to bring the mask up. Requested FA B to check as she worked on compliance to ensure passenger's mask was properly donned. It appeared it came down again. During demo he leaned his head in so I did not have a clear view but requested a third time for guest to adhere to the policy of the nose being fully covered. He expressed concern he had trouble seeing. I apologized but thanked him for adherence to the policy indicating it is not fun for anyone. Prior to taxi FA B and I discussed what the next steps would be as this had been the third request for compliance already. I relayed what appeared to be the root of the issue and we concurred if he had his mask properly donned no further action would be needed.

Please have the gate engage with guests before they are allowed to board: 95% of the issues could be resolved if this was followed. Having FA's be the last line is really not great during the pandemic and it appears gate partners are no longer actively enforcing the policy change that occurred on [date].

## Narrative: 2

Passenger was notified by both FA A and B to cover nose with face covering. For final compliance guest had nose covered.

## Synopsis

Flight attendants reported a passenger was not complying with wearing a face mask and had to be told three times to wear it correctly.

ACN: 1757908

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757908

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger in [seat] X3 yelled at FA while FA was doing beverage service because he was upset I asked passenger in [seat] Y1 to wear his mask while not actively eating or drinking. Which then caused other passengers to speak up on FA behalf. FA A had asked passenger in Y1 twice already to wear his mask when he walked on and wore it as an eye mask and when he took his seat. I told him "I'm going to ask one last time for you to wear your mask, and they will also ask you while connecting to ZZZ1 to wear it."

He put his mask on and I continued service. When I got to X3 he began yelling and asking me how I didn't know the gentleman didn't have a heart condition. I stated it was policy to wear masks regardless and unless specified. He said I was wrong and too authoritative to the gentleman. I calmly stated "Okay, sir" and continued to do my service.

The rest of the flight went fine and no other words were exchanged. Give FA material stating policy explicitly so they can hand material to questioning guests. Passenger in X3 should be suspended for being rude and causing commotion.

## Synopsis

Flight Attendant reported having to tell one passenger to wear a face mask while another passenger spoke up to the Flight Attendant.

ACN: 1757905

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Component

Aircraft Component : Door  
Aircraft Reference : X  
Problem : Malfunctioning

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1757905  
Human Factors : Situational Awareness  
Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

During boarding we noticed door strap not fully retracted into housing. I wouldn't normally think this was a big thing but this is the 2nd time in as many weeks that I noticed the door strap not retracted. The earlier incident however caused a delay due to door being closed

with strap not fully retracted resulting in damage to safety strap housing. I suspect this strap being more often used by cabin cleaners when aircraft is being sprayed which happens every day and in some cases multiple times a day.

## Synopsis

Flight Attendant stated a door strap would not fully retract.

ACN: 1757904

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1757904  
Human Factors : Physiological - Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Aircraft

## Narrative: 1

Upon boarding at XA:19 it was found the aircraft had hot air flowing and unbearable for customers and crews to be onboard. Cleaners were off the airplane. Pilots arrived shortly after and [I] told them the airplane was too hot. Due to the temperature and horrible condition Aircraft X provided the airplane was never appropriately cooled until we had both

engines on and it was nearly unbearable to the crew and passengers being forced to wear a face covering during extreme heat conditions.

Also showed the spraying took place at XA: 24 and that time was not accurate as the cleaners were not onboard the plane when we arrived. I cannot confirm it was actually accomplished by the time frame.

## Synopsis

Flight Attendant reported aircraft being hot during boarding and that the aircraft did not cool off until the engines were started.



ACN: 1757896

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757896

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

### Narrative: 1

We had a DH at the beginning of our day that was an hour and fifteen minutes late and then an aircraft swap after that. The inbound crew stayed and boarded our passenger, so the plane was full when we arrived. We were rushed to make announcements and pushback. I got distracted by the rush and all the new COVID and mask PA's and I said the old safety demo PA.

### Synopsis

Flight Attendant reported that an old version of the safety demo was presented due to being rushed.

ACN: 1757829

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

ASRS Report Number.Accession Number : 1757829

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

When company announced the requirements for wearing a mask anytime we could not practice 6 feet of distance, I was happy and felt coming into work would be more safe. Problem is this policy has been in place and it seems like management is not enforcing employees to wear the mask. I haven't seen it myself but I've been told an entire shift doesn't wear mask except maybe two employees. I do feel like it's hard coming into work because I don't feel safe with co-workers who aren't following the new policy and management who allows it to happen.

## Synopsis

Ground employee reported concerns about peers not wearing face masks.

ACN: 1757798

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Mission : Ferry / Re-Positioning

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1757798

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Workload

Human Factors : Time Pressure

Communication Breakdown.Party1 : Dispatch

Communication Breakdown.Party2 : Dispatch

## Person : 2

Reference : 2

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1758357

Human Factors : Workload

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Dispatch

Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Dispatch  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Contributing Factors / Situations : Weather  
Primary Problem : Procedure

## Narrative: 1

When I came on shift the morning of the flight, there was a Part 91 ferry flight set up for ZZZ-ZZZ1 with Aircraft X. The nose number was not yet loaded into system, but a few minutes after launching system, the Operations Manager sent me a note that he was waiting for the ferry permit to be issued and once it was, he would enter the N-number into system. I acknowledged his message. After getting caught up with my regular flights, I was ready to flight plan the ferry, but it was not yet loaded into the system. I located the airplane in computer and went ahead and pre-planned everything I wanted, and then waited for system and computer to update. At around XA: 15Z (?), the Operations Manager advised me the plane was loaded and they had the ferry permit in hand. I loaded the flight into computer, noted the plane was showing Aircraft X, crosschecked all my numbers and released the flight.

Computer was still showing the city pair ZZZ-ZZZ1. I did not have or see a copy of the ferry permit. I was not aware the ferry permit was showing a city pair ZZZ-ZZZ2 and was not notified of the discrepancy until that evening.

## Narrative: 2

Aircraft X was in storage in ZZZ. My turnover on my start of shift was that 4 aircraft would need to be emergency returned to service from active storage due to a possible inclement weather forecast, and then maintenance ferried to other stations. My information was that Aircraft X would re-position in ZZZ2, and Aircraft Y would reposition to ZZZ1. These departures were scheduled for [date/time]. Aircraft X had a number of overtime items that were required to be on the arrange meter for the ferry process and ultimately on the ferry document given to the crew in lieu of a maintenance release. The maintenance release is issued by Maintenance Control when all the procedures required by the maintenance ferry process are satisfied. A maintenance release is the normal maintenance release document provided to the crew on departure from a station and is supplied by suitably release qualified Aircraft Maintenance Technicians.

Aircraft Y had a mechanical issue and did not depart from ZZZ as the crew were out of time. Aircraft X had an issue with an Engineering Change Repair Authorization (ECRA), accomplished in a vendor maintenance station in ZZZ3. An interior modification was accomplished and alterations to the In Flight Entertainment (IFE) requiring an ECRA to be accomplished to deactivate an air-conditioning component. This was accomplished by an AMT in ZZZ but the sign off was not correct per the ECRA and took a little while to resolve. Once all the items were cleared or determined they were overtime and would remain

open, and thus be entered as open items on the maintenance release.

The approval from Dispatch and the Operations Manager was issued and received by myself and the maintenance department. All of these documents, and a planning document received previously state the aircrafts destination was ZZZ2. The Maintenance Control duty manager called me and said the aircraft had in fact flown from ZZZ to ZZZ1 and not to ZZZ2 as was the maintenance departments understanding of the airline's requirements. I have attached documents from the Maintenance Ferry process and a planning document to show the requirement and my understanding of the destination being ZZZ2.

I do not know, or have any input, into the maintenance planning and operations planning department's requirements for the positioning of aircraft and resources for flight purposes and strategic maintenance planning purposes. The fact that the aircraft did not operate the routing I was informed it was proposed to, the destination I had stated on a very important document, and the maintenance release and landed at ZZZ1 and not ZZZ2 was something of a shock to me. How an International Airline could operate with so little communication and cooperation between such important departments is something I have never encountered in a long career in aviation or my service with the Company.

I am also very disappointed that no management individual has spoken to me about the issue. The lack of communication continues.

Communication definitely needs to be improved between departments involved in the ferry process and a clear understanding of the issues involved be conveyed to all personnel participating in the process. When a process as important as the Maintenance Ferry Process is involved individuals should read the documentation provided with that process and concur with all intended statements and requirements.

## Synopsis

Dispatcher reported confusion in city pairing used for a Part 91 Ferry Permit, which resulted in the aircraft flying to a different destination airport.

ACN: 1757783

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

ASRS Report Number.Accession Number : 1757783

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

The crew vans from the hotel in ZZZ were overloaded with crew. The vans seat 15 and could probably seat seven or eight with social distance and were loaded to 10 or more crew members. Further, the hotel provided three vans for the XA00 AM shuttle, all were equally or greater loaded and the crews were not directed to the van they were assigned by flight number, though the hotel did have a detailed sheet about which crew was supposed to be in which van.

Company needs to send or coordinate a team to assist this property in partitioning off unusable seats. Other locations with the same style van use placards or tape to mark unusable seats. This property is incapable of doing this on their own. The same thing happened on the afternoon pickup and I was forced to pay for my crew due to van overcrowding. Further, contract tracing for crews overnighing at this hotel must assume we were all in the same van. They were mixing crews and vans so that any paperwork that they provide to assist who was on a van with whom is inaccurate. Until company can verify

this hotel's compliance, we are putting every crew member at risk and potentially stranding 30 or more crew members per day due to contact tracing.

## Synopsis

Air carrier pilot stated hotel was not keeping crews separate from each other on crew transportation from the hotel.



ACN: 1757761

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 10000

## Environment

Flight Conditions : IMC

Weather Elements / Visibility.Visibility : 5

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class E : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 90

Experience.Flight Crew.Type : 15700

ASRS Report Number.Accession Number : 1757761

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1757770  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During descent we were given a clearance to depart ZZZ [VOR] on heading of 230 and descend to 8,000 feet. Concurrently another Company aircraft, (Flight ABC) was given a descent clearance to cross 15 SW of ZZZ [VOR] at 8,000 feet. They were subsequently given a frequency change. At ZZZ [VOR] we took up a 230 heading. At approximately 15 SW of ZZZ [VOR] at 10,000 feet, the Controller asked if we were going to comply with the 8,000 feet restriction 15 SW of ZZZ [VOR]. I told him no, we were already at that point and we had not been given that clearance. The Controller believed he had given us the same clearance as (Company Flight ABC). He then gave me a frequency change and no further mention of the erroneous clearance.

## Narrative: 2

On the ZZZZZ 5 Arrival into ZZZ [airport], approaching ZZZ [VOR] ATC gave us "Depart ZZZ [VOR] heading 230 descend and maintain 8,000 feet. We were complying with the clearance and a few minutes later ATC questioned if we were going to make it to 15 Miles South of ZZZ [VOR] at 8,000 feet. We advised that that was not our clearance and ATC issues the clearance of cross 15 miles south of ZZZ [VOR] at 8,000 feet; however, upon issue of said clearance we were already at 15 miles and at 9,000 feet, so we advised that we were unable. Of note, visibility was poor and ATC radio was highly congested with numerous VFR traffic. I think our call sign just got confused with someone else. We did hear a (Company Flight ABC) also get a similar clearance before the confusion occurred.

I think the airspace was just too saturated and the congestion is what caused the mistakes. We were never issued that clearance, nor did we ever read it back.

## Synopsis

Air carrier flight crew reported ATC gave them a clearance meant for another company flight.

ACN: 1757736

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

ASRS Report Number.Accession Number : 1757736

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I was combined everything for the cleansing of the cab. Aircraft X landed Runway XX Left, and while rolling out I checked for their gate. They were going to the Ramp as they must have been an International arrival. I issued them keep their speed up to Tango, traffic two miles in trail, then taxi via Bravo to the ramp and to contact Ramp prior to Bravo [X]. They read it back.

Once they exited, I resumed my end of shift clean-up before the first mid shift person showed up in about 7 minutes. There were no other aircraft to work. I gave that next arrival the same instructions (to the Ramp via Bravo) and left out the Ramp contact as they are regular users of that Ramp Control.

As I continued to clean, the line rang from Ramp Tower. When I answered they asked me to have Aircraft X call them as the flight was taxiing in without communicating with them. I hung up the line and tried Aircraft X. The second call they answered and I told them they should have called Ramp Control at Bravo [X]. The pilot communicating said "We are working on it."

I have thoroughly provided anyone going into the Ramp, while the other Ramp closed until traffic picks back up, with the exception of Air Carrier X and Air Carrier Y aircraft the exact communication changeover stated in the previous narrative. I really do not know what else I can recommend other than them calling as described and read back.

## Synopsis

Tower Controller working combined positions reported an aircraft did not call Ramp Tower as expected.

ACN: 1757700

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Corporate

Make Model Name : Medium Large Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 6638

Experience.Flight Crew.Last 90 Days : 34

Experience.Flight Crew.Type : 770

ASRS Report Number.Accession Number : 1757700

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway

Detector.Person : Air Traffic Control

When Detected : Taxi

Result.Flight Crew : FLC complied w / Automation / Advisory

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

This was my first flight in a jet in 5 months due to COVID. We were doing 6 full stop landings at ZZZ. After landing number 3 (I think) while still on the runway we were told by tower to contact Ground. I didn't want to call Ground while on the runway, so I opted to work on setting up the plane for the next takeoff.

The FMS has to be re-programmed from scratch after each landing which is a lot of work. I was busy doing that and we taxied for 1/4 mile without calling Ground. Tower reached out to us and asked our intentions.

I was in a rush to get the FMS and plane reset for the next takeoff and forgot to call Ground. I've never done multiple landings in this plane so this was a non-normal operation for me.

Next time I should not distract myself from contacting ground by doing other work.

## Synopsis

Air carrier First Officer reported not calling Ground Control after clearing the runway.

ACN: 1757667

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 100

Relative Position.Distance.Nautical Miles : 15

Altitude.MSL.Single Value : 1600

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 30

Light : Night

Ceiling.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Personal

Flight Phase : Cruise

Route In Use : None

Airspace.TFR : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 700

Experience.Flight Crew.Last 90 Days : 15

Experience.Flight Crew.Type : 600

ASRS Report Number.Accession Number : 1757667

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Confusion

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Exited Penetrated Airspace

## Assessments

Contributing Factors / Situations : Chart Or Publication

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

This flight was a sightseeing flight along the ZZZ Skyline with two passengers; at the location at issue I was operating at 1,600 feet MSL underneath the outer shelf of ZZZ Class B Airspace (which begins at 3,600 feet MSL). Upon reaching the southeast edge of the 3 NM ring of the sporting TFR, I noticed that the lights were illuminated. Due to the issues regarding coronavirus I was not sure whether this TFR would be considered active even if a game was playing, given the fact that the games are currently being played with the facility empty. Notwithstanding that, I made an immediate turn to the east to exit that airspace, however, it is possible that I was within the outer limits of that TFR.

Because of the media hysteria regarding coronavirus, and my belief that many games have been cancelled or postponed, I was lulled into a sense of complacency regarding my usual check of active games prior to giving sightseeing flights of the ZZZ skyline.

Although I accept responsibility for this possible regulation violation, I really do not like the idea of having permanent TFRs from one hour prior to the start of an event to one hour after it ends. Regarding the latter, it is very hard to know when a game ends as there is no fixed ending time (and the websites for applicable sports teams often do not report the ending time of a game). I do not believe that having permanent TFRs of this sort do anything to enhance the safety of the fans who attend these particular events--if anyone was heck-bent on causing a serious incident at an event, using an aircraft, he/she would not care about the rules. I would urge the readers of this report to try to influence the FAA to lift these restrictions altogether, or at the very least, pass a regulation prohibiting excessive loitering (for example, continually circling around an event).

## Synopsis

GA pilot reported entering a sporting TFR and wasn't sure if these type of TFRs are still in place during the COVID-19 pandemic.



ACN: 1757607

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Corporate

Make Model Name : Light Transport, High Wing, 2 Turboprop Eng

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 11600

Experience.Flight Crew.Last 90 Days : 100

Experience.Flight Crew.Type : 190

ASRS Report Number.Accession Number : 1757607

Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I usually don't need to worry about landing currency - I am busy enough with regular flying that I am always current. I was reviewing my logbook today and realized that I flew this one night flight while not night current. With the decrease in flying associated with the COVID pandemic I lost track of the situation. The flight was uneventful.

In the future I'll use the "currency" feature of my electronic logbook and make sure I am current at all times so something like this can't sneak up on me.

## Synopsis

Corporate pilot reported not being current for a night flight.

ACN: 1757590

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : A321

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Landing

Flight Phase : Initial Climb

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757590

Human Factors : Physiological - Other

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757582

Human Factors : Physiological - Other

## Person : 3

Reference : 3

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1757584  
Human Factors : Physiological - Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : Maintenance Action  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

During landing as I sat in my jumpseat near the 1L/1R doors, I noticed a distinctive odor coming from the airplane cabin. It smelled sweet and of sweaty gym socks. I could smell it through my face mask. I briefly brought my mask below my nose in order to further evaluate the odor. I did this a few times because I wanted to determine if it would dissipate or linger; it lingered. I then called the flight attendants in the back of the plane to ask them if they also smelled this odor. They did, and they told me "it was really bad," that it was quite strong in the back of the plane where they sat at their jumpseats. I then broke sterile cockpit and called the Captain to alert him of the situation because I was concerned that we were having a toxic fume event. He told me he was busy with landing, but that he could turn the heat up to dissipate it some, and that he'd write it up on landing. The fumes never dissipated. For the rest of landing, we smelled this distinctive odor. Upon arriving at the gate, the Captain wrote up the odor in the log book for maintenance. No Flight Service Manager (FSM) met the plane. I noticed a little bit of a burning sensation in my nasal passages, throat, and lungs. When I got in the fresh air later, walking to my car, I felt a slight burning, tingling sensation in my eyes. When I got home, I then received a call from a Flight Service Manager. The FSM wanted to know how I felt, and I told her that I just got home and was still monitoring my symptoms. I am still monitoring myself for any latent or delayed effects and reactions. PLEASE NOTE: Due to the COVID-19 pandemic and the new rules that go with it, unless I am having a life or death emergency or suspect I have COVID-19, I was not able to go to the emergency room within X hours of this fume event to have my blood tested, which is standard operating procedure under normal circumstances.

Pilot should have called a Medic and a Flight Service Manager to meet the flight to evaluate crew's health and wellbeing.

## Narrative: 2

Walking through the cabin midflight I smelled a strange odor mid cabin. But I thought it was a smelly passenger. While clearing the cabin the smell got stronger and was creeping to the back of the plane. By the time we were done clearing the cabin the smell was super strong. FA A called and asked us if we could smell anything. We said yes, and she said she would call the Captain. FA A said the Captain was going to raise the temperature in the

cabin to dissipate the smell. We smelled it until we were on the ground in the back of the cabin.

### Narrative: 3

During takeoff I smelled an odor like dirty socks (wet dog). I didn't think anything just thought it was a bad body odor. I didn't say anything to my crew members thought it was nothing. I didn't smell it again until midflight when we were picking up trash preparing the cabin for arrival. The odor became stronger and my nose started to run. My eyes were irritated but not bad. The B [FA] asked me if I smell the bad body odor and I said yes. The A [FA] called an asked if we smelled something like dirty socks and we said yes.

### Synopsis

**A321 Flight Attendant crew reported a "dirty socks" fumes event of varying intensity during initial climb and lasting until arrival at destination gate.**

ACN: 1757583

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757583

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757585

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Other Person  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Gate agent in ZZZ notified me that passenger was not complying with the mask wearing. He would put it up (handkerchief) over his mouth then let it fall down when she walked away. I talked to him before shutting the door informing him of our policy and that he would not be allowed to fly if he didn't wear his mask. He was surly saying he was getting ready to eat. He said he would wear it when he wasn't eating. He continued to keep it down around his neck, only lifting it up over his mouth when we did our checks throughout the flight. I again told him he wouldn't be allowed to fly on his connecting flight if he didn't comply. He informed me that I was interfering with his constitutional rights. I said you have a right to refuse to wear a mask. The company also has the right to deny your passage on the flight. He said fine-he didn't need to go to ZZZ1 Traveling with a woman and 2 children.

## Narrative: 2

[Report narrative contained no additional information.]

## Synopsis

Flight attendants reported a customer service agent advised them a passenger was not complying with face mask policy.

ACN: 1757580

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Cruise

Flight Phase : Initial Approach

Flight Phase : Landing

Flight Phase : Takeoff / Launch

Flight Phase : Climb

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757580

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1



On Aircraft X there were passengers that had masks on when they boarded but then immediately took their masks off and sipped on water bottles the whole flight and didn't wear their mask. I couldn't see their faces. I noticed during service that they were drinking their water, so I didn't say anything but after we secured the cabin for landing (we had to do it early because the Captain was anticipating turbulence), Flight Attendant Y called me and told me that they didn't have their masks on and that one of the passengers moved from their original seat forward to sit with his friend and we didn't catch it until it was close to landing and it wouldn't have been safe for us to get out of our seats to talk to him and I didn't want him to get up and move back to his original seat either for safety reasons. What do you suggest is the proper way to handle people that won't wear their mask and act like they're drinking water the whole flight?

## Synopsis

Flight attendant reported passengers did not comply with the face mask policy during flight.

ACN: 1757569

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1757569

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

An X-year old child boarded the flight without a mask on with his parents. I politely informed the parents of the policy and they refused to comply, so I had a Customer Service Supervisor meet the plane to talk to them. He tells me that he "doesn't have the heart to remove them from the plane," despite our mask policy. Because he was allowed

to fly, other passengers were at higher risk to contract COVID-19 and it negates our policy.

Customer Service and employees, in general, need to unite and follow our policies. Clearly, other employees (including Ops) saw this family through the process and did not address it. This family should have never gotten to the plane before this was addressed. If we are going to make exemptions, then all work groups need to be on the same page. Customer Service Supervisors need to be trained to address these situations as outlined in our mask policy.

## Synopsis

Flight Attendant reported family boarded with a child not wearing a face mask. The family refused to comply with the mask policy, but was allowed to remain on the flight.

ACN: 1757565

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Takeoff / Launch

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757565

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I had a Deadheading (DH) pilot and Non-Revenue (NR) Pilot boarding at different times ID's on and refusing to wear masks. I asked both if they could please use their masks, both refused saying they were actively drinking!

I addressed the NR Pilot's X type wrap he had primarily around his shoulder, when I asked him to place it on [he] refused. I shared the requirements that went into effect. He said it does [meet the requirements]. Plus it looked like it was a weave similar to what we used to wear as kids to cover our mouths and neck in the Midwest winters. Not a tight weave at all. I looked up the policy. It didn't say much about weave, so I went and apologized to him, only to have my head bit off more.

This walking, talking while holding a cup of coffee is not actively drinking. The only ACTIVE action is their germs being spread over the area and on us. Also showing passengers how to circumvent the procedure.

DH Pilot only had mask on for takeoff, but did not cover his nose. When I did my walk through I asked to have it please place over his mouth. He slumped down in his seat I was unable to see if complied with keeping his nose covered. The NR did not use mask until we were taxing into ZZZ.

Both kept using their drink and very very slowly eating as an excuse not to comply. NR Pilot after landing PA and I did my walkthrough had his bag pulled out from under his seat and had his iPad placed on top and was watching his program, mask off. I asked my B to handle it I didn't think my asking him to comply was the proper thing to do. She did; he moved his bag. B relayed to me later he said he was mad that everyone gives him a hassle about his wrap.

I did all I was able to do. Tools are not in place to handle these situations.

## Synopsis

Flight attendant reported a deadheading pilot and a non-revenue pilot refused to follow face mask policy.

ACN: 1757563

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase.Other

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757563

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Human Factors

Narrative: 1

The passenger occupying seat X3, throughout boarding, taxi, takeoff, most of the flight, as well as descent, final descent, landing and taxi in, was not wearing a mask. I asked him numerous times to put on his mask. He avoided complying by having a bag of apples slices next to him and every few minutes or two putting one into his mouth and slowly chewing it. So technically, he was eating, as well as occasionally coughing, throughout the majority of the flight. After making one final plea, telling him that he was making me very uncomfortable and to please put on his mask, and his insistence that he was eating, I opted to occupy the middle seat, in row X, (seat 4) for landing, as to not have to sit within 6 feet of this passenger who was very obviously using loopholes to not comply with airlines mask policy. I informed the A Flight Attendant prior to being seated for landing that I would not be sitting in my assigned seat, and as we were on final descent when I made this decision, it was too late contact the flight deck to request an Ops Supervisor to meet the aircraft.

## Synopsis

Flight Attendant reported a passenger was not complying with the face mask policy.

ACN: 1757505

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 11918  
Experience.Flight Crew.Last 90 Days : 120  
Experience.Flight Crew.Type : 9164  
ASRS Report Number.Accession Number : 1757505  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation  
Detector.Person : Flight Crew  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1



The disinfectant cabin wipes provided for crews are being used with no knowledge by flight attendants of the hazard they pose. I have mentioned this to flight ops management and some onboard inflight supervisors who all expressed surprise and a willingness to get the word out. Apparently that effort is short of the target if they've tried. Virtually 90% of the flight attendants I brief when I see this product on board are completely surprised of the apparent hazard of the product. Many use it like a Clorox wipe often without gloves. The bottle warns against contact with the skin and says to contact a poison control center after rinsing for 20 minutes. Would you either get the word out to crews about how to use this or remove it from the plane?

## Synopsis

Air carrier Captain reported concerns regarding the products used to disinfect the cabin.

ACN: 1757493

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 10000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 12844

Experience.Flight Crew.Last 90 Days : 80

Experience.Flight Crew.Type : 7040

ASRS Report Number.Accession Number : 1757493

Human Factors : Workload

Human Factors : Troubleshooting

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

As the flying pilot, on the ZZZZZ X RNAV departure out of ZZZ, I was hand flying in VMC conditions. We were given a speed restriction and I missed our level off of 10,000 feet at ZZZZZ1.

I saw the command bars pitch down, but was preoccupied in my mind with the change in V speeds on our takeoff. They had a substantial increase between our planned V speeds and the actual ones, which increased our takeoff roll distance. The Captain commented on the increased takeoff distance. I was preoccupied in my mind trying to figure out if I had made a mistake in requesting the takeoff data. I leveled off about 4-500' feet high and immediately pitched down to hold 10,000 feet until crossing the fix. ATC did not comment, nor did the Captain call out anything.

[Factors] Pandemic Distraction and Fatigue.

## Synopsis

Air carrier First Officer reported overshooting the assigned altitude due to high speeds.

ACN: 1757478

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Regional Jet 900 (CRJ900)

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Landing

Route In Use : Direct

Airspace.Class D : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 3

ASRS Report Number.Accession Number : 1757478

Human Factors : Time Pressure

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1757481  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Human Factors : Time Pressure  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Anomaly.Inflight Event / Encounter : CFTT / CFIT  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On a VFR approach into ZZZ on base leg, airport was lost, could not see it for few seconds before we saw it again. I was getting ready to go around when we saw airport again but were low, re-aligned with runway and slowed descent to align with VSI lights followed by a normal landing.

We were given a VFR approach to runway XX at ZZZ. We started approach on a downwind as we began descent and turning on base leg, I lost sight of the runway while looking for runway and preparing for going around we descended to about 500 ft AGL prior to starting the go around we saw the runway and continued approach to a landing.

## Narrative: 2

Day 1 / Leg 3 / Night VMC / Visual Approach (backed up with an RNAV) / ZZZ Visual Approach runway XX / Left Traffic Pattern. I had done 2 legs already before I met up with my Captain(CA). He had dropped the first 2 legs and it was his first leg after several weeks of not flying. I myself had never worked with him before. It was our very first leg working together. He was PF I was PM. All through out the flight we did a good job and everything was SOP. As we got into the approach into ZZZ we were handed off to ZZZZ Approach. They asked us to expect runway XX visual approach. This runway only has a RNAV approach. We initially were given right traffic for the airport but we asked left traffic so that the CA can see everything from his side. ATC assigned us left traffic however clearly stated that we must stay within 5 NM of the airport because we were number 1 in line and there were 2 other airliners behind us. As we were downwind crossing the numbers we were fully configured, we were assigned 2600 feet msl. The CA flew the downwind leg until we were roughly abeam ZZZZZ intersection and then initiated a turn to base. Right at that time I felt that we initiated the base leg too quickly, because I prefer to extend my downwind legs. The CA started descending during the turn and because I was on the right side I could not see where we were in reference to the runway. We heard 1000 feet AGL from the Radar Altimeter and I remember repeating the altitude to him again on the turn. Still descending and turning and then I heard 500 feet where I raised my voice and said

"500 do you have it, I don't see anything??" He said I lost the runway and then started climbing again. Then he reacquired the runway and continued with the approach and landed. He did not call for the landing checklist I had to prompt for it. After this correction and climbing up, everything was fine and we landed. After getting to the gate we went over the approach and agreed that a go around should have been done. CA was apologetic for the whole thing and agreed that we must file an ASAP.

The CA hadn't flown in several weeks. ATC instructed us to stay between a 5 miles from the airport during the approach because we were number 1 in line for landing. Night conditions.

The Company needs to adopt a new policy where we reject any approach clearance that tells us to stay within 5 miles of the airport. Time after time we do unstable approaches because ATC does not give us room and treats us as a single engine piston aircraft. We need a policy that tells us to be lined up with the runway before reaching the final approach fix of ANY visual approach.

## Synopsis

Airline Pilots reported an unstable approach. The Captain had not flown for an extended time.

ACN: 1757452

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Component

Aircraft Component : Oil Storage

Aircraft Reference : X

Problem : Failed

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1757452

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Detector.Automation : Aircraft Other Automation

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Landed As Precaution

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Aircraft

## Narrative: 1

Dispatched on a Ferry Flight Aircraft X, from ZZZ to ZZZ1. The aircraft had not been flown in a long time. Departed ZZZ with 18.5 qts on #2 and 18 qts on #1. My FO was new on the Aircraft and restricted. We departed ZZZ uneventfully and all indications were very normal till well into cruise. We both noticed during our checks that the #1 Engine Oil quantity was decreasing with all other indications being normal and no vibrations present. The Oil quantity would decrease then increase. That pattern continued on the descent into ZZZ1. I advised Approach Control of the situation and we were given vectors to a short final ILS XXL. On final the oil quantity indicated below 4 qts to 3.5. I requested priority handling. With a new FO I took the airplane and landed uneventfully Runway XXL at ZZZ1. Oil quantity increased back to 7.5 qts during taxi in.

I was called the night before and given a heads up that the plane had not flown in a long time. Maintenance, my FO, and myself all did extremely thorough walk-around and internal inspection of the entire cabin. We were well prepared for this ferry flight. These type of Maintenance items/events seem to happen to planes that sit for extended periods of time.

I believe these planes should not sit for extended periods if that can be avoided somehow.

## Synopsis

Air carrier Captain reported the oil quantity fluctuated during a flight on an aircraft that had been stationary for a long time.



ACN: 1757412

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 4000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1757412

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

ZZZZZ2 Departure to ZZZZZ at 4,000 feet. Max airspeed at ZZZZZ1 230 kts, restriction loaded in FMS and briefed. Light aircraft with high climb performance, PF became concerned FD and AT commands would cause difficult level off. Lowered pitch below FD command bar to correct which resulted in acceleration, PF thought VNAV and AT weren't complying restriction and began to reduce thrust. PM commanded correction to FD pitch and proper speed, but during correction speed accelerated above 230 kts to approximately 250 kts momentarily before correcting to 230 kts.

Improper pitch and power for VNAV guidance and flight conditions. Proper understanding of how VNAV modes handle restrictions and good briefing of anticipated modes and performance beforehand.

## Synopsis

Air carrier Captain reported a speed deviation during departure.

ACN: 1757407

## Time / Day

Date : 202008

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1757407

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Notified by the flight attendants that a passenger refused to wear his mask. Crew followed SOP and flight attendants indicated that they were submitting reports concerning the issue.

I do not know what led the passenger to be non-compliant with the face covering policy. The flight was proceeding on schedule and in accordance with company SOP.

## Synopsis

Air carrier Captain reported a passenger did not comply with wearing a face mask during the flight.

ACN: 1757389

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZZ.Tower

State Reference : FO

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1757389

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Taxied out to Runway XX for takeoff. Instructed to hold short of taxiway. Upon arriving at taxiway, told to switch to Tower and given takeoff clearance. About the same time, the FO reminded me that the takeoff checklist was not completed. Completed take off briefing and checklist as we approached runway. Aircraft weight was 230,000. TO data called for max power. Due to our light weight aircraft accelerated very quickly. Once airborne we cleaned

up the flaps and leveled at 3,000 feet. As we leveled I was still hand flying as I was unable to get the auto pilot on due to how quickly the airplane was climbing. Speed was now exceeding 250 knots. I clicked the auto throttles off and realized we had not armed LNAV/VNAV for takeoff. It was quickly selected and once course and speed corrections were completed, automation was selected on. About the same time we were given higher and the rest of the flight was uneventful.

As is usually the case this report was compounded by several items. The most significant was not arming LNAV/VNAV for departure. This was attributed to rushing the briefing due to calling for the Takeoff checklist late as we approached the runway for takeoff. Another obvious issue was the very fast acceleration and climb due to max power takeoff and a light aircraft. Due to city traffic we arrived later than normal to the aircraft. This aircraft had multiple deferrals that took time and as well. None extremely significant on their own but when placed together it caused the issue that led to this report. First Officer and I reviewed our actions and fully understand the importance of making sure our pre-flight, briefings and checklists are properly completed.

## Synopsis

Air carrier Captain reported taking off and being very light and realizing they did not arm the LNAV/VNAV for departure.

ACN: 1757341

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.MSL.Single Value : 8000

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Personal

Flight Phase : Cruise

Airspace.Class D : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Corporate

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1.5

ASRS Report Number.Accession Number : 1757341

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

There was Aircraft X transitioning from south to north at 077. Before I cleared Aircraft Y for takeoff, I told him the position, altitude and intention of Aircraft X. When he tagged up, I called the traffic again, he didn't have him in sight. I turned Aircraft X 20 degrees left, thinking that would be enough.

The traffic started to build so the CIC insisted on opening LC-2. Since Aircraft Y still did not have Aircraft X in sight, I told him to remain my frequency, so I didn't send him the departure with a conflict. The CIC got in my ear and insisted on the briefing in that moment since the traffic was building. As I was giving the briefing, Aircraft Y was at 080, his clearance limit, while Aircraft X was still at 077. He told me he was responding to an RA and climbing through his limit.

In hindsight I should have turned Aircraft X more drastically to get him out of the way. We've had fires in the local area, so although the weather was "clear," the sky was filled with smoke, impeding his view.

Fatigue. We are very short staffed as it is, and have 3 people out for medical reasons, and one out on bid leave.

We are still working with too few people in the cab, when we're already so fatigued. The fatigue in this facility is growing exponentially. Our MOU states we need X CPCs per day. We really need X+1, but with our staffing number of X+3, we couldn't accomplish X+1 per day even when we're 100% staffed.

## Synopsis

Tower Controller reported an airborne conflict and cited fatigue from being understaffed as contributing factor.



ACN: 1757328

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 28000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Transport, Low Wing, 2 Turboprop Eng

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Mission : Personal

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Captain

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 7500

Experience.Flight Crew.Last 90 Days : 25

Experience.Flight Crew.Type : 300

ASRS Report Number.Accession Number : 1757328

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

I was enroute from ZZZ1 to ZZZ2. I was with ZZZ on frequency for at least 30 minutes, including cruise at FL280 until about 10,000 feet when I was handed off to ZZZ2 Tower at about XA:00 local. I was Aircraft X.

The Center Controller was overwhelmed with workload: military, corporate planes, airliners, IFR departures and arrivals, and requests for deviations around numerous scattered thunderstorms. I live in [State X] so I am accustomed to busy ATC frequencies, but this Controller was buried by the workload. There was another plane on frequency who requested a weather deviation. The Controller said he had to stay on his route unless he descended from the flight levels to 16,000 feet. Other than "military airspace," the Controller did not offer any information on the vertical or horizontal dimensions of this airspace. In my case, I was issued vectors around this airspace at least twice - but was not provided any information on how long I would be on the vector. Normally, I would have inquired about this - but the Controller was so busy and the off-route vector was not creating any operational issues for me - so I silently endured to provide time to others who might need the Controller's help more than I did.

Additionally, the Controller seemed to be working a large swath of northern [State Y]. I would hear airplanes responding to his transmissions, but I couldn't hear many of the transmissions. Another pilot finally asked about this and the Controller explained that he was using several different transmitter locations for frequency - and planes couldn't hear the faraway ground transmissions - but could hear the airborne replies.

I am not faulting the Controller. He was a competent, hard-working gentleman. But I am faulting ZZZ Center for being understaffed and assigning such a large sector to one Controller. In fact, after I landed at ZZZ2, I asked the Ground Controller for a phone for ZZZ. I called the Supervisor at ZZZ Center and told him his frequency Controller was overwhelmed. The Supervisor said he was aware of it, but was out of bodies.

The Controller's high workload and stress level was obvious - to the point that I felt safety was being compromised. If I had needed a greater level of ATC service or assistance, I am not confident that I would have received that help. And I don't know how much fuel pressure was created for the pilot who was forced to descend to 16,000 feet because the Controller was too busy to explain his options or to create other options.

## Synopsis

Pilot reported Controller was overworked and unable to respond to many frequency transmissions.

ACN: 1757266

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757266

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Guest boarded with a face shield only. Approached guest and inquired if she had a mask she could wear in compliance with the policy. Guest I guess was having a bad day but initially pushed back asking when that had started. Informed her we had started this policy on the [date] and we had masks on board to assist with. She indicated she had her own cloth mask. Don't allow guest onboard without proper face masks. Makes it very difficult to work and gain complaints onboard.

## Synopsis

Flight Attendant reported a passenger had to be told to wear a mask while on board.

ACN: 1757262

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757262

Human Factors : Situational Awareness

Human Factors : Workload

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Found two guest with masks that have vents. Was missed due to guest with face shield and no mask. Is the station even checking for the proper masks?

Please tighten up the mask enforcement prior to boarding. Guests are still boarding with direct vents. It's very taxing on the flight crew to ensure mask compliance on top of normal duties.

## Synopsis

Flight Attendant reported passengers boarded with face masks that had vents.

ACN: 1757253

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757253

Human Factors : Situational Awareness

Human Factors : Workload

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passengers X and Y boarded shortly before door closure. They were sitting in seats X4 and Y4. They had two children with them. One was sitting in seat X6 the other was an infant. Passenger Y was changing her infant's diaper in the seat. I went to go speak to her about

it and the passenger in seat X12, Passenger Z, stopped me to ask me to move seats because it was disgusting and smelled. I apologize to him and told him I was taking care of the situation and that he could move to seat Z12. I asked Passenger Y to change the baby in the lavatory because there was a changing table in there and she just looked at me and said that she was finishing.

During the flight I had to repeatedly remind Passenger Y to keep her mask on and also her husband. She told me to quit bothering her about it. I reminded her about the face mask policy and didn't bother her again. Passenger X and Y continued to not abide by the mask policy. During the breakfast service Passenger Z came to me to complain [about] the family again because they didn't have their mask on. I assure him that I had spoken to them numerous times to no avail and that it was now in the company's hands at this point and they would be addressing it with them.

## Synopsis

Flight Attendant reported a family would not comply with the face mask policy and that it was disturbing to other passengers.



ACN: 1757249

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1757249  
Human Factors : Communication Breakdown  
Human Factors : Workload  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Passenger in X6, Mr. A, did not want to comply with mask policy and refused to stop his conversation on his phone when we [were] getting ready for pushback. He got very loud and ornery with me. I went to inform the Captain about the situation and the passenger's

behavior and the Captain turned me and said "what do you want me to do about it." I was shocked at his response. I figured he was not going to give any support to the situation so I just turned and walked out of the flight deck. Another crew member told me that Mr. A gave him attitude also. At this point I felt that the Captain was not going to give us any support to the situation so I briefed the rest of the flight attendants to not address Mr. A. about wearing his mask so that we would not have a bad situation happen inflight. I put the face mask policy on Mr. A's console and left the situation alone after that. Mr. A. did not wear his mask at all during the flight.

## Synopsis

Flight Attendant reported passenger refused to comply with the face mask policy.

ACN: 1757188

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1757188

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1757195

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected.Other

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

#### Narrative: 1

Upon initial contact with Approach we were told to expect the visual or RNAV Runway XXR. At approximately mid field right downwind we were instructed by Approach Control to contact Tower. Upon contact with Tower we were cleared to land on Runway XXR. We continued our descent and approach. A little while later, Tower instructed us to return to approach. Approach Control advised us of a possible pilot deviation as we were not cleared for an approach. We were given a base turn and asked if the airport was in sight. We were then cleared for a visual approach and again instructed to contact the Tower.

In hindsight, the instruction to contact the Tower came at an unusual time; mid field left downwind. But when cleared to land by the Tower, I thought nothing more of it. It was the instruction to return to approach and the subsequent notification of a potential pilot deviation that causes me to question the initial instruction.

Pay closer attention when instructions are given in a non-normal order/environment.

#### Narrative: 2

Approach Control switched us to Tower. Checking in with Tower we were cleared to land [Runway] XXR. So we descended prior to ZZZZZ (on the arrival is 210 knots at 11,000 feet.) After Tower cleared us to land he sent us back to Approach frequency where we were told we needed to get a phone number for a possible violation. After we received landing clearance we did descend prior to ZZZZZ to approximately 10,000 feet.

With COVID procedures in effect maybe we should have questioned the Tower about the frequency change, but with so many towers at 1/2 staff and/or closed I do not know what all the different operating procedures are from airport to airport. Being cleared to land on downwind maybe unusual but not unheard of.

Closer monitoring of flight number on the radio but I am absolutely sure I heard him switch our flight over to Tower. I really didn't have any clue something was wrong until the Controller told us of possible violation.

#### Synopsis

Air carrier flight crew reported they were informed by ATC of a possible altitude deviation.

ACN: 1757152

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 7000

Experience.Flight Crew.Last 90 Days : 45

Experience.Flight Crew.Type : 1400

ASRS Report Number.Accession Number : 1757152

Human Factors : Distraction

Human Factors : Physiological - Other

Human Factors : Fatigue

## Events

Anomaly.Other

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Subject of chronic and acute fatigue. Chronic: Worked 10 of the last 11 days. Prior to this, had not flown since May. I was no longer used to the grind of the job and I had become accustomed to 8 hours of great sleep at home each night. I also found wearing a mask everywhere fatiguing and frustrating (layover and airport). Acute: I estimate I got 4 hours of sleep in my hotel the night before my fatigue call. Noise of people could be heard in my room late into the night. I tried earplugs but still was awakened several times. I considered changing rooms but to wake myself up completely at that hour would only have made it worse for me trying to fall asleep. I estimate I finally fell asleep around XA AM only to wake up around XE30 AM and unable to fall back asleep with thoughts of likely furlough on my mind. I decided not to call in fatigued at that point because I had a dead-

head my first leg from ZZZ to ZZZ1 so I continued on and tried to sleep on the aircraft which often works for me. I found myself unable to sleep with a mask on. The mask hurts my ears, itches my face, and gives me feelings of claustrophobia when worn for lengths of time. For my scheduled sit in ZZZ1 between legs, I found out that no pillows or blankets were currently being allowed plus a mask is required even in operations. At that point, I decided I was done. I was tired, burnt out, and my mind was no longer in it. This was my first fatigue call ever.

## Synopsis

Air Carrier First Officer reported calling in fatigued due to chronic and acute fatigue.

ACN: 1757035

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Descent

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757035

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger in XX2 was non-compliant with mask during final cleanup and securing of cabin for landing in ZZZ (turbulent procedures). Flight Attendant B came forward for assistance and by the time I was finished gaining compliance we were on final descent. I was unable to take my jumpseat.

Plan ahead for communication with other FAs and flight deck if needed through intercom and do your best to be seated for personal safety.

## Synopsis

Flight Attendant reported not being seated during landing due to having to deal with a non-compliant passenger regarding the face mask policy.



ACN: 1757033

## Time / Day

Date : 202008

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Route In Use : Direct  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant In Charge  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1757033  
Human Factors : Communication Breakdown  
Human Factors : Workload  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was the Purser on flight. During boarding and after takeoff, all required announcements including the announcement regarding the wearing of face masks were made. As I took meal orders, I observed the Passenger X, [was] not wearing a face mask. I advised her of the mask policy when I took her lunch preference.

After takeoff, I once again observed that she was not wearing her mask. The primary service was being served, so I decided I would monitor her for compliance once the meal service was complete.

As I did a final pickup, I once again observed Passenger X not in compliance with the mask policy. She was sitting in her seat, not consuming any food or beverages, and her mask was laying next to her seat. I made an additional PA regarding the mandatory mask policy hoping she would hear the PA and comply. I waited approximately 10-15 minutes to see if she would wear her mask. I approached her and said, "Hello again, I'm the purser on today's flight. I know I reminded you earlier about the mask; please understand that it is a requirement that it be worn unless you are actively eating food or drinking a beverage." She rolled her eyes and said, "I am drinking," as she held an empty blue plastic cup at her chin. I explained to her that I had observed her not wearing the mask since prior to takeoff and that I needed her to comply for everyone's safety. As I turned to walk away, she took the mask and threw it in the aisle. I looked at the manifest and discovered that Passenger X was a non-revenue passenger.

I contacted the cockpit to advise the Captain of the situation. The Captain advised me to inform Passenger X that she must comply with the mask wearing policy. If she refused, he was going to have the aircraft met upon arrival in ZZZ1. I retrieved one of the mask policy slips that explains the mask policy and once again approached Passenger X. I asked her to confirm her last name as I wanted to be certain that it was truly her occupying seat XA. She confirmed her identity as well as confirmed that she was traveling as a non-revenue passenger. I gave her the form and explained in great detail that failure to comply with the mask policy would likely result in severe disciplinary action. I explained that the policy is mandatory and that the Captain wanted me to inform her that failure to comply would result in the aircraft being met upon arrival in ZZZ1. She had requested more alcohol to drink so I informed her that the Captain and I had made the decision to not serve her anymore alcohol since she was being belligerent. She put her hand up towards my face, shook her head and said "really? This is so messed up. %\$#%#! (Yes, she used the %\$#%# [language] towards me) The mask that she pushed into the aisle was still there so I had another mask with me as I didn't want her to wear a mask that had been in contact with the floor. I asked her if she would like a clean mask. She accepted my offer of a mask. I then informed her that I would pass along to the Captain how she responded.

The FO exited the cockpit for a break shortly after my conversation with Passenger X. FO also observed Passenger X sitting in seat XA without wearing her mask. I once again contacted the cockpit and advised the Captain that Passenger X was still refusing to comply and that FO also witnessed her being non-compliant. Shortly after FO went on her break, I observed Passenger X put her mask on the right of her seat and pull the blanket up over her head. She kept her head covered until we prepared the cabin for landing. As we did final safety checks, I observed her remove the blanket from her head. She was not wearing a mask the entire time she had her head under the blanket.

Upon arrival in ZZZ1, the plane was met by two Customer Service Managers as well as In-flight Supervisor. I explained the situation to all three ladies and I identified Passenger X as she exited the aircraft.

## Synopsis

Flight Attendant reported a passenger was non-compliant with face mask policy.

ACN: 1757028

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Cabin Lighting : High

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757028

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Attendant

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1757568

Human Factors : Time Pressure

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Attendant

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1757030  
Human Factors : Time Pressure  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

[I was] advised by C Flight Attendant to do a report. Commuting Flight Attendant told her that cabin was not secure for pushback. I know we had an issue with 2 little kids in the back not wanting to wear the face masks, but it was addressed and in compliance before taking off.

## Narrative: 2

As I was cleaning the cabin during deplaning in ZZZ, a commuting Flight Attendant (FA) in the aft cabin asked me a question. His words were muffled by his face mask, but I thought he was just making conversation and asking if we had an aircraft swap in ZZZ. I shook my head no and continued my duties. After conferring with the other FAs, I realized he was probably asking me if I was going to submit a report since he told them the cabin was not secure at pushback.

I was at the over wing exit in position for the emergency demonstration at pushback and could not see the aft cabin except something that may have happened in the aisle or above seat level at that time. I saw nothing amiss and, I do know what he was referring to as insecure.

During the oxygen mask demo portion of the briefing, I did have a COVID face mask challenge with a family with two young boys sitting in the back of the aircraft.

## Narrative: 3

As I was cleansing the cabin during deplaning in ZZZ, a commuting Flight Attendant told me I needed to write a report because the cabin was not secure during pushback.

I never witnessed whatever it was that happened because the family was in the back of the plane, I was flying "C" and was at Row 1 for the demonstration during pushback. I have no idea what the commuting FA saw, but all three of us had a challenge with the parents requiring their children to wear masks throughout the flight.

## Synopsis

Flight Attendant crew reported parents with small children were having problems with the children complying with the face mask policy.

ACN: 1757013

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1757013

Human Factors : Communication Breakdown

Human Factors : Troubleshooting

Human Factors : Distraction

Communication Breakdown.Party1 : Dispatch

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Dispatch

When Detected : Routine Inspection

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

The flight was planned for an on the hour departure. The flight crew sent an acars requesting a 15 minute early push. The flight cannot arrive more than XX minutes early per management directive and the flight was making XY minutes early enroute. I meant to click on "Standby" button in alert messenger, but apparently clicked the "Early departure approved" button by mistake and flight pushed early, giving them an ETA at ZZZ nearly 1 hour early. Did not catch the problem until I realized that the flight was showing out and

off.

Was clicking a little too quickly and mouse cursor apparently was just out of place. Part of the problem was also that my management-dictated COVID-19 mask was causing my prescription glasses to fog, making it harder than usual to see the mouse on the computer screen.

## Synopsis

Dispatcher reported erroneously giving permission for a flight to depart early.

ACN: 1756995

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1756995

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1756995

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew



## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

As pilot flying we departed on Runway XXL, normal takeoff. As we reached acceleration altitude I reduced power to climb and stated "climb." As I said this the Captain started his check in with departure. I waited for him to finish the call and stated "climb" again. At this point I saw the hook coming up and safe speed was gone. I said something to the nature of we are below flap speed, lowering the nose and accelerating. The hook immediately started going back down, climb never stopped. We made our departure altitudes and continued climb.

This all came together at once. The PM was making a call and I believe he mistook what I said. It was clearly a miscommunication. The Captain had mentioned before we left the gate that he had not flown recently, this probably also played a role. We were in a light weight airliner and the climb and acceleration were quicker than we see with full aircraft.

For myself I will delay the power call until there is a break in radio calls. Out of habit we pull the power and say climb.

## Narrative: 2

I was flying as PM. On departure several duties occurred simultaneously, I became temporarily distracted and thought I heard the PF call for "Flaps up." I reached for the flap lever and raised the flaps while looking at the airspeed indicator to ensure we were at the correct speed. I believe I raised the flaps too early, before flap retraction speed, because after I moved the flap handle I saw our speed was very close to the "hook" and was probably below normal flap retraction speed. I was about to return the flaps to the Flaps 1 position but I saw that the speed was staying above the hook, accelerating and the PF said he'd lower the nose to accelerate faster. Looking back I must have heard "Flaps Up" when the PF called "Climb Power"

Recency of experience probably contributed to my timing errors regarding the normal Flaps Up call out. Several distractions contributed to the mistake - A radio call to contact Departure, failure to recheck our departure frequency on my taxi out, other calls to different aircraft at the same time as our "Climb Power" call, as well as my lack of recent flying all contributed to my mistake in raising the flaps too early.

Slow down, verify speed before flap retraction, double check frequencies on taxi out.

## Synopsis

Air carrier flight crew reported a miscommunication during initial climb in a lightly-loaded aircraft resulted in retracting the flaps prematurely.

ACN: 1756901

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Phase : Parked

Maintenance Status.Required / Correct Doc On Board : N

Maintenance Status.Maintenance Type : Scheduled Maintenance

Maintenance Status.Maintenance Items Involved : Installation

## Component

Aircraft Component : DC Battery

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1756901

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected : Routine Inspection

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

While complying with the return to service from short term storage task card, there was a step to install APU battery, main battery, and the fly by wire backup battery. I had installed the main battery and the APU battery and signed off the task card block accidentally overlooking the step to install the fly by wire backup battery. The fly by wire backup battery was not installed.

A lack of concentration and ensuring that all of the work performed had been properly performed is what led to the fly by wire backup battery not being installed.

More focus and attention to detail when signing off work performed will prevent incidents like this from happening in the future.

## Synopsis

Maintenance Technician reported inadvertently not installing a backup battery while complying with a return to service task card.

ACN: 1756894

## Time / Day

Date : 202008

## Place

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

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1756894  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Today I had a passenger that would put on his mask when told then he would take it off. When boarding I did not notice if he was wearing a mask or not but kindly a passenger on board notified me that he was not wearing a mask and by the looks of it she had told him and he wouldn't listen so I kindly asked him to put on a mask but he didn't have one so I gave him one. After boarding was complete and the door was closed I did all my walk

throughs and everything was good. While up in the air I did my service announcement which is telling passengers that I won't be doing a service and that a mask must be worn during the entire flight, I did the mask announcement twice before departure and while in the air...I just sat during the flight until it was time to do the final approach announcement. I walked back to collect any garbage and I noticed that he was sleeping and did not have his mask on. I kindly told him again that he needed to have his mask on. He put it on and I kept walking. The same passenger that had notified me the first time that he didn't have a mask is a Company X employee. She showed me her badge and said that he hadn't had his mask the entire flight and that she would report the flight because I did not do anything. I told her that that was OK. I walked back to the galley, threw out the trash and walked back to do my compliance check and the passenger had removed his mask I told him that he needed to put it on again this time more strictly. I walked to my jumpseat and got ready for landing. While deplaning this passenger did not have his mask on. I'm not sure what I was supposed to do in this situation. I did not notify the Captain because we were landing in a few and [the passenger] was not verbally rude or aggressive.

I do not think it is my fault that a passenger refused to wear his mask, I did all the right announcements and helped him with a mask and asked him a couple times to put it on.

## Synopsis

Flight Attendant reported that a passenger was not being compliant with wearing a face mask during the flight.

ACN: 1756841

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1756841

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

## Narrative: 1

Misc XX fuel door message, myself and the two FO's were unaware of the additional text message that had to be sent. We sent just the Misc XX message only, no text. I hadn't

been in the Captain seat for over four months. In my landing sim they mentioned the Misc XX report. I also read the message sent about the Misc XX that day. Both FO's didn't remember anything the text portion either. On our return flight from ZZZZ we performed the same procedure. Misc XX only no text message.

[Suggest having] Dispatch remind the crew to send the text message. Especially in these times of low flights available to fly.

## Synopsis

Air carrier Captain reported the crew did not send an additional text message regarding a fuel door.

ACN: 1756839

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1756839

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1756842

Human Factors : Communication Breakdown

Human Factors : Situational Awareness



Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Runway  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

## Narrative: 1

During taxi out we were given instructions to taxi XXL via Mike, hold short of Echo Delta. Upon stopping short of Echo Delta, ground then instructed us to "make the right turn on Echo Delta, hold short of XXR approach." While the Captain was turning I noted the hold short line was immediately in front of us. By the time he realized what I said the aircraft nose stopped just past the hold short line. We immediately notified Ground who then instructed us to continue taxi to XXL.

The wording the Ground Controller used to "make the right turn onto echo delta" is somewhat misleading. The hold short line is so close to the taxiway intersection there is no way the aircraft can even turn 90 degrees and still hold short.

I would say the controllers should stay with our original taxi clearance of "hold short of Echo Delta on Mike" until cleared through the XXR approach path.

## Narrative: 2

During taxi out to XXL we were told to taxi on Mike, hold short [taxiways] ED (Echo and Delta). As I was slowing to stop at ED we were told to turn right and hold short of XXR approach. I started my right turn and the FO told me we needed to hold short but by starting the right turn I had already crossed the hold short line. I immediately stopped and told the FO to notify the tower our nose was over the line. Tower told us to continue to XXL.

Probably a little behind due to three month leave of absence. This probably contributed to me not briefing the hot spot as I normally would have. I also had forgotten my noise canceling headset which made hearing transmissions more challenging.

It is absolutely critical to do a thorough departure briefing with emphasis on hot spots and any other threats. I am confident this would have prevented my mistake.

## Synopsis

Air carrier flight crew reported inadvertently crossing the runway hold short line while attempting to turn onto a taxiway.

ACN: 1756730

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1756730

Human Factors : Communication Breakdown

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Maintenance

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected : Routine Inspection

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

During a turn of the aircraft, a spraying for sanitizing process was performed by a local vendor in an inadequate manner.

Technicians were aboard the plane and had asked the vendor to hold off spraying the cabin till maintenance was finished with a log item. Communication broke down between the vendor and maintenance personnel and the spraying procedure began.

Soon after, a Technician on board the aircraft started to experience lightheadedness. The immediate Supervisor was informed and the Technician was escorted to medical.

Myself, and other members of the safety team happened to be in the office when the Technician began experiencing lightheadedness and followed up with an observation.

We are concerned that there seems to be no effective way to communicate to maintenance personnel that spraying is being performed on an aircraft. We would prefer either an assigned item to the planned work or a log write/up. In other words, Technicians are unaware if it will be performed on a given aircraft turn.

Secondly, with regard to operational control, we would like to devise a plan and communicate it to personnel. The Maintenance Controller, X Vendor and Maintenance should devise a plan about who has control. Airworthiness of the aircraft and time allocation should prevail. We mention this because the technicians stated that the vendor pushed for completion of his work first. Our concern here is there appears to be a case where the vendor chose to break procedures and spray the cabin with maintenance on board. They failed to clear the aircraft prior to spraying.

The spray information sheet is alarming. The dilution formula, is it safe? The new procedures that recently went into effect in the manual indicate that there is no wait time before people can board the aircraft. Previously, there was a 10 minute wait period after completion of spraying before personnel and passengers could board the aircraft.

Furthermore, the new procedures do not require excess fluid/residue to be wiped up with a clean rag. Were these new procedures intentional or simply overlooked? The gentleman who went to medical most likely had an allergic reaction to the mixture. We are asking to reconsider re-implementing a sufficient wait period prior to entering the aircraft.

## Synopsis

Maintenance Technician reported an aircraft sanitizing vendor started spraying the aircraft while maintenance personal were still on board. Technician reports one mechanic became ill.

ACN: 1756721

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1756721

Human Factors : Situational Awareness

Human Factors : Time Pressure

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

We did not provide coffee on a 1 hour flight because I felt it was unsafe. I decided for my own safety to only provide guests with sealed beverages and snacks as are required.

## Synopsis

Flight Attendant reported deciding to serve only sealed snack and beverage items to customers due to COVID-19 safety concerns.

ACN: 1756715

## Time / Day

Date : 202008

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Deplaning  
Cabin Activity : Boarding  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1756715  
Human Factors : Troubleshooting  
Human Factors : Fatigue  
Human Factors : Physiological - Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Detector.Person : Flight Attendant  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

## Narrative: 1

Due to extended wearing of face mask coverings, with no exceptions per policies and procedures, severe headaches and an increased in allergic reactions are common after every duty day since these mandates were issued. Once mask is removed, after a few minutes, the side effects subside and start improving the more oxygen I'm able to receive. This has applied to many flights and not limited to this one. Other crews have voiced similar concerns.

## Synopsis

Flight Attendant reported experiencing headaches and allergic reactions after wearing a face mask during flight. The effects reportedly subside once the face mask is removed.

ACN: 1756714

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Cabin Jumpseat  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1756714

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

Today upon checking in for my last flight for the day in ZZZ, I was told by the gate agents that [seats] XX and XY are available for passengers if needed. I didn't understand exactly why, so I spoke to Person X and she verified this.

Essentially, the company is putting revenue above Flight Attendant safety. I find this to be unacceptable for obvious reasons. The health and safety of colleagues of the company are of the utmost importance as the company always says.

The seat in XX has a view panel that is required to be open for taxi, takeoff, landing and

turbulence. The Purser has to sit in the jumpseat facing all passengers with that view panel open. This is not safe for the Flight Attendant sitting directly in their jumpseat at XZ. Also the last seat in the rear of the aircraft on the aisle should not be available if needed, but rather blocked.

Yes, the policy is that the mask is to be placed over the nose and mouth and that no vented masks are acceptable on board. It is also stated that if a passenger doesn't comply, to provide the customer(s) with the company's policy for masks. I would then file a report and inform the appropriate parties, including the Flight Deck.

This doesn't negate the safety issue at hand of the passenger in XX not complying or when they are eating and/or drinking.

I would appreciate a prompt review of the following as now my health could be in jeopardy.

## Synopsis

Flight Attendant reported that allowing passengers to sit in seats that are directly opposite flight attendant jumpseats could jeopardize flight attendant health.



ACN: 1756713

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Door Area  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1756713  
Human Factors : Distraction  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

Having the Flight Attendant (FA) door greeter handing out sanitizing wipes distracts the door greeter from being able to monitor safety duties at the forward door. The FA is unable to monitor baggage and other issues that the FAA requires because of passing out non-safety related items exclusively. These items should be passed out to the boarding passengers from the Customer Service Agent who has time before boarding and the manpower to distribute them.

## Synopsis

Flight Attendant reported the main door Flight Attendant is distracted during passenger boarding from their safety duties because of having to hand out sanitizing wipes to passengers.

ACN: 1756708

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1756708  
Human Factors : Time Pressure  
Human Factors : Troubleshooting  
Human Factors : Workload  
Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Pre-flight

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Prior to door closure passenger at [seat] XX3 requested to be moved for social distancing.

Moved from XX3 to YY1 after door closure.

Was told after safety demonstration there was a conflict with passengers in YY1, YY4, and YY6 due to non mask compliance. Made PA announcements on mask policy for everyone on board.

Moved passenger from YY1 to Z6.

Listened to YY4 and YY6 side of story to de-escalate situation. Passengers upset that YY1 was upgraded without charge and non-compliance with mask policy. They did not want to turn back to gate and cause delay.

Spoke to passenger at Z6. Listened to her side of story to deescalate situation. Repeated the company mask policy, repeated announcements over PA.

Informed flight deck and crew but determined situation had been contained. Continued to monitor both parties through flight.

Gave customer care items to YY4, YY6, and XX3.

## Synopsis

Flight Attendant reported it was necessary to move passengers for social distancing issues, and one passenger was non-compliant regarding the face mask policy.

ACN: 1756706

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Door Area  
Cabin Activity : Deplaning  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1756706  
Human Factors : Situational Awareness  
Human Factors : Troubleshooting

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Company Policy  
Primary Problem : Human Factors

## Narrative: 1

Cleaners came onboard during deplaning, standing in the way of passengers deplaning. The cleaners were supposed to maintain separation from others due to social distancing. How can you clean a plane to COVID-19 cleaning standards if you have cleaners onboard and in the way of our customers? This increases exposure with numerous less than 6 foot encounters. The cleaners spend all day exposed to dirty environments.

## Synopsis

Flight Attendant reported the aircraft cleaners are proceeding onto the aircraft before all passengers are deplaned which does not conform with social distancing.

ACN: 1756705

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person : Gate / Ramp / Line  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Off Duty  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1756705  
Human Factors : Situational Awareness  
Human Factors : Other / Unknown

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was deadheading today ZZZ-ZZZ1 and was waiting to board with other deadheaders. The Captain joined us wearing this unorthodox face covering. It's a sheer veil that does not appear to conform with any of the most basic requirements for a face covering: it's open at the bottom and is sheer enough to see through (so small particles from breathing can escape) and does not offer any protections for those around the individual. It does not appear to do anything to arrest the spread of COVID-19. I didn't feel comfortable speaking with the Captain about the mask in the boarding area, since I don't know the individual personally.

We all need to be on the same page in order to assure the traveling public that it's safe to fly with us.

## Synopsis

Flight Attendant reported the Captain's face mask probably did not conform to policy and in the FA's opinion did little to prevent the spread of COVID-19.



ACN: 1756682

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 1500

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Direct

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1756682

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Other / Unknown

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : FLC complied w / Automation / Advisory

Result.Flight Crew : Executed Go Around / Missed Approach

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was the PIC and flying pilot. During our assessment for our approach into ZZZ, we mentioned the high rate of unstable approaches into ZZZ as noted on the airport page. I even stated I would be slowing and configuring early to make sure we met the stable approach criteria. When cleared for the approach and about 20 NM out, I started slowing and configuring. The next thing I realized was we were getting high on our vertical path and I was unable to safely catch up. As we passed 1,500 feet AGL, I told the First Officer (FO) to prepare for a go-around. I dove for the path but found myself 40 knots too fast as we approached 1,000 feet AGL. At 1,000 feet and no hope for safely recovering, I told the FO to advise ZZZ Tower we were going around. A go-around was completed to a second successful approach to a full stop.

We briefed it, we were completely aware of the high frequency of unstable approaches into ZZZ and still fell victim to my poor energy management. A three week gap of no flying prior to this trip took the sharpness out of my flying. I "chair flew" a departure the evening before to help mitigate my lack of frequency but my lack of focus during the approach led to this situation.

## Synopsis

Air carrier Captain reported the lack of flying was a factor in experiencing an unstabilized approach.

ACN: 1756672

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 15000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Direct

Airspace.Class E : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1756672

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1756681

Human Factors : Workload

Human Factors : Time Pressure

Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Human Factors

## Narrative: 1

While on descent into ZZZ I received a call from one of the flight attendants alerting me to non-compliance issue that was being had with a couple passengers in regards to our mask policy. I relayed the information to the Captain and we discussed our course of action. The delinquent passengers were seated in row 12 and we made note of that and repeated it several times in our discussion. I then switched to operations to explain the situation to them. While with operations ATC cleared us to cross ZZZZZ at 16,000 feet. I was busy with operations and did not hear this transmission. Most likely due to the primacy of "12" in our minds the captain set 12,000 feet in the altitude alerter. Once I had finished with operations the Captain and I finished the discussion of how to handle the non compliance. ATC then had us switch frequencies. The new Controller asked us what altitude we had been given and that is when the mistake was realized. We temporarily leveled at 15,000 feet before ATC cleared us lower. ATC's reaction was that it was not a concern. The remainder of the descent and landing were uneventful. All of this occurred in a very short period of time.

The most obvious take away from this is aviate, navigate, and communicate. The altitude verification process was missed because I never heard the call and we jumped right into the discussion of what to do with the passengers rather than the captain alerting me to the changes.

## Narrative: 2

ATC cleared us to cross ZZZZZ at 16,000 feet and 250 knots. Simultaneously, my First Officer (FO) was on the interphone with a Flight Attendant regarding passenger's non-compliance of our face mask rules. Said passengers were in row 12, and I assume that for that reason, I set the altitude alerter to 12,000 feet, not 16,000 feet. The error wasn't discovered until we were handed off to approach, descending through about 15,500 feet. We ended up leveling momentarily at 15,000 feet. ATC ensured us it was no big deal, as there was no conflicting traffic. Rest of approach and landing uneventful.

As this happened in the descent phase and us getting fairly close to our destination, and

given the new directive to contact Dispatch and Station regarding non-compliance, I let myself get rushed contacting Dispatch via ACARS, and my attention diverted from verifying new altitude/speed with my FO when he got off the interphone.

## Synopsis

Air carrier flight crew reported an altitude deviation due to distraction. The pilot crew was listening to a Flight Attendant describe details of a non-compliant passenger regarding the face mask policy.

ACN: 1756647

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1756647

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1756651

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Runway  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were number three for takeoff on schedule. Third day of a three day trip. Assigned Runway XXR. Aircraft ahead was cleared for takeoff, and in a moment of complacency, I taxied across the first hold short line. First indication that I had done it was from the tower controller asking, "Flight ABC, where're ya goin'." We stopped short of the Runway XXR second hold short line and we're cleared for takeoff shortly thereafter.

Cause - Simple complacency, loss of situational awareness, and a false sense of comfort. I have flown in and out of ZZZ on XXR many times. I know the hold short lines and their significance at XXR/YY.

I should have (and will in the future) emphasized the XXR/YY hotspot more in the departure briefing and should have cultivated more self-awareness during the taxi. I simply followed the aircraft in front of me in a momentary loss of situational awareness.

## Narrative: 2

At Hotspot number X, taxiing up to hold short of Runway XXR at ZZZ, we inadvertently crossed the first "hold short" line at the entrance to both runways XXR and YY, but held short of the second "hold short" line for XXR. The Tower Controller advised us and cleared a landing aircraft to sidestep to Runway XXL. We continued the takeoff and remainder of the flight normally.

Distraction over my last day of flying before taking a leave of absence.

Paying better attention to surroundings and making an extra effort to fight complacency.

## Synopsis

Air carrier flight crew reported experiencing a runway incursion.

ACN: 1756645

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1756645

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During gate departure from ZZZ, passenger refused to comply with mask policy. The jet bridge was brought back to the aircraft and the passenger removed.



The passenger was not compliant with face covering policy.

## Synopsis

Air carrier Captain reported that a passenger refused to comply with face mask policy and was removed from the flight before departure.

ACN: 1756601

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1756601

Human Factors : Situational Awareness

Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

I was scheduled to complete the one day training event for the X type aircraft as a result of downgrade due to planned furloughs. I was previously an X type aircraft Captain. However, between my last flight as an X type aircraft Captain and being assigned this training, I completed the Y and Z type aircraft Qualification Course as I was awarded a bid to Y and Z type aircraft Captain prior to the planned downsizing. I was bumped from that position prior to IOE but after the completion of the course (I was home awaiting an IOE trip). My final position was X type aircraft FO after the bump bids. I asked multiple different sources and all seemed to agree that my situation would dictate at least a multi-day re-qualification course. I was surprised when I was scheduled for the 1 day class, landings event. Yes, I have XXXX hours in the FO seat of the aircraft but my last experience was X years ago. Yes, I was a Captain on it for a year but again, I last flew the aircraft 6 months ago and had an entire course on a different airframe in the interim. When I asked about this I was told "If you need more training just ask for it." Fortunately the simulator broke and we were unable to complete the enhanced items so I will need to go back for another sim period. I'm going to be blunt and tell you there is no way I should have had one period, let alone one period where I get 2 hours to relearn everything and

have to share it with another student. In my particular case I should have had the entire X hour period to myself or been scheduled for a multi-day day re-qualification event. Had I gone on a different aircraft IOE and activated that bid would I have been scheduled differently? If the answer is yes, then brake release on IOE needs to be re-evaluated as the line. If the answer is no then the entire thought process behind this needs some serious examination. The course would have been fine if I had been coming directly and untainted from the left seat.

## Synopsis

Air carrier First Officer reported that re-qualification training was inadequate.

ACN: 1756593

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 26000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ1

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Experience.Flight Crew.Total : 4330

Experience.Flight Crew.Last 90 Days : 61

Experience.Flight Crew.Type : 4132

ASRS Report Number.Accession Number : 1756593

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

On a routine flight from ZZZ to ZZZ1 conducting Re-qualification training for a former Captain returning to the aircraft FO seat we were only 30 minutes into the flight when ZZZ Center issued direct ZZZ1 and shortly thereafter we were issued direct ZZZZZ (on the ZZZZZ4 arrival which was our filed route). For almost 2 hours, we were flying direct to the initial fix for the STAR we had been filed for. In ZZZ1 Center airspace, the second Controller issued a descent clearance to FL240 (pilot discretion). The PF (FO in training) had been descending in a cruise descent based on a previous Controller's issuance of "Descend to FL300." I was discussing what was happening to our speed due to the re-cruise with the low cost index when the Controller issued "descend via the ZZZZZ5 Arrival" (which we had not been given as we had been filed/cleared via the ZZZZZ4). I repeated the clearance and even set the appropriate altitude on direction from the PF. Something seemed off but I did not query ATC. Moments later, ZZZ1 Controller asked if we were turning towards ZZZZZ2 or "It looks like you are headed towards ZZZZZ6 (which is on the ZZZZZ4). I answered that indeed it appeared we were turning towards ZZZZZ6 and that I'd take a look. We were given a heading and altitude (10 degrees left) and told to contact Approach and that they would have vectors. Upon check-in with ZZZ1 Approach, we were told expect vectors to XXL and sensed all was fine. The approach etc., was non-eventful. I believe, given the low traffic environment and ATC being so helpful a thousand miles or so earlier may have contributed to the confusion on descent as we should have been given the ZZZZZ5 arrival but were never issued the arrival change (as we passed through ZZZ2/ZZZ3/ZZZ2 Center. Being cleared direct ZZZZZ so far out may have caused an assumption that a STAR change had been issued (ZZZZZ is on both STARS). Traffic was light and no loss of separation occurred.

## Synopsis

Air carrier Captain reported a track heading deviation during arrival and cited communication issues with ATC as a contributing factor.

ACN: 1756587

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 33000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Experience.Flight Crew.Total : 3793

Experience.Flight Crew.Last 90 Days : 38

Experience.Flight Crew.Type : 3793

ASRS Report Number.Accession Number : 1756587

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Nothing open at the hotel. We boarded the hotel van at XA:50L. COVID temp checks and Cockpit decontamination procedures have been put in place. This creates a time compression. I did not ask the flight attendants if meals were boarded. Again, they are under COVID time constraints too. When we got up to cruise and asked about food, they said nothing had been boarded and the cooling bag on our aircraft was empty. We were supposed to have had a snack and a meal.

## Synopsis

Air carrier First Officer reported there was no food available at the hotel and food was not boarded for crew to consume during the flight. COVID-19 related time constraints were cited as contributing factors.

ACN: 1756550

## Time / Day

Date : 202008

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC  
State Reference : US  
Altitude.MSL.Single Value : 20000

## Environment

Flight Conditions : Mixed  
Light : Daylight

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Descent  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Last 90 Days : 150  
Experience.Flight Crew.Type : 13000  
ASRS Report Number.Accession Number : 1756550  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings  
Contributing Factors / Situations : Environment - Non Weather Related



Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Human Factors

## Narrative: 1

ATC was working multiple frequencies, and was task overloaded. At XA: 30 Local time with heavy thunderstorm activity I need to be able to effectively communicate with my Controller. This was not possible today. Controller staffing needs to be returned to a safe level. We deserve that layer of Safety and Service.

## Synopsis

Air carrier Captain reported not being able to talk to ATC due to Controller working multiple frequencies and being task overloaded.

ACN: 1756534

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1756534

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Incorrect / Not Installed / Unavailable Part  
Primary Problem : Human Factors

## Narrative: 1

During boarding, a passenger erected a personal tent bubble and placed it completely over her upper body after taking her seat. The Flight Attendant and I agreed that the tent must be stowed during takeoff and landing and the passenger reluctantly complied. She then deployed her tent after takeoff and sat in her seat during cruise totally enclosed, then stowed her tent during descent for landing. Upon review of available Company procedures and guidance, I could not find anything that would prohibit the use of a personal tent during cruise.

This brings up a couple of Safety concerns: The tent could impede the passenger's ability to reach for the overhead oxygen mask during a slow or rapid decompression event. If in that scenario, if the tent is thrown off the passenger to reach the oxygen mask, the tent could impede adjacent passengers from reaching their oxygen masks. The tent will also block the passenger sitting next to the tent from access to the lavatory.

Establish overarching guidance prohibiting passengers from erecting a temporary structure (i.e. tent bubble) in the cabin.

## Synopsis

Air carrier Captain reported during pre-flight a passenger erected a personal tent bubble after sitting in the cabin area. Captain described the safety implications of having a tent over your body in an emergency situation.

ACN: 1756524

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 40000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Developmental

ASRS Report Number.Accession Number : 1756524

Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Staffing

Primary Problem : Human Factors

## Narrative: 1

These two aircraft were deviating south around a cell of weather, the ZZZ aircraft was in front of the ZZZ1 aircraft by a couple of miles and diverging. I was planning on descending the ZZZ1 as he was under the ZZZ and stepping the ZZZ aircraft down under the ZZZ1.

Instead I descended the ZZZ aircraft to 320 and showed the altitude in the data block, immediately as I unkeyed I realized my mistake and told the ZZZ aircraft at FL410 to maintain FL410. He repeated my instruction and the data block never showed him leaving FL410. A couple seconds later the ZZZ aircraft reported that he had descended about 100 feet or so, but was now back up at FL410. I said Roger, the data block never showed any altitude other than FL410. Conflict alert never went off.

I had been on position at the same sector as that is my only R side, a long time that day with weather deviations. Staffing has been kept purposely low due to COVID 19 and social distancing, however; staffing has been kept so low that we are working 1.5-2 hours on position every time which is tiring, especially during the summer with weather deviations. Breaks can only give you so much recovery towards the end of the day when it is constant issues with weather. Deviations are much more taxing mentally and sector XX is a small sector without the room to operate outside of pre-determined routes and procedures.

Being a developmental with only one sector to return to is also mentally taxing. There is no coming back to a different change of pace, but just the same complex sector again and again. And with training frozen no hope of continuing on the horizon while we continue to work with skeleton crews and traffic and complexity continue to ramp up.

## Synopsis

Center Controller reported an airborne conflict and cited staffing levels as a contributing factor.

ACN: 1756521

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 16000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ1.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 4

ASRS Report Number.Accession Number : 1756521

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Aircraft X was a departure off of ZZZ enroute to ZZZ1. The aircraft was climbing to FL200. Sometimes, these aircraft need a PointOut to ZZZ1 Center sector XX, who owns 11,000 up to and including FL190. During COVID, the sector is usually combined with ZZZ1 Center sector XY, who owns FL200. Aircraft X was at the boundary of me and ZZZ1 Center sector XY at 16,000, and climbing, At the same time, I had an usual situation of a high performing VFR aircraft not talking to ATC. He was climbing out of ZZZ2's airspace directly into the face of an oncoming arrival into ZZZ2 that I was working. I was busy talking to ZZZ2 asking about the aircraft and subsequently amending the altitude, turning, and calling traffic to the ZZZ2 arrival for the VFR aircraft that I missed the PointOut to ZZZ1 Center sector XX. I'm not sure if sector XY was open or not.

In the future, I will make sure to double check the status of sectors, especially now that there is increased traffic and sectors are no longer combined the way they mostly have been for the past 4 months. I will also actively not try to let a single odd situation take my attention or distract me from the other portions of my sector.

## Synopsis

Center Controller did not point out an aircraft and violated airspace within another center's airspace.

ACN: 1756502

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling : CLR

## Aircraft

Reference : X

ATC / Advisory.UNICOM : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Takeoff / Launch

Route In Use : None

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 3500

Experience.Flight Crew.Last 90 Days : 10

Experience.Flight Crew.Type : 700

ASRS Report Number.Accession Number : 1756502

Human Factors : Confusion

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew



When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

After completion of maintenance, flight check to determine if ELT would activate erroneously during flight. ZZZ Tower operating under COVID-19 with restricted staffing closed the Tower at XA:00 and advised that airspace was reverting to Class E.

Traditional Squawk for pattern operations is XXXX without ATC approval. Very confusing as to use without tower operating. Did one circuit with Squawk of XXXX and determined no ELT issues. After discussion determined that may have not followed proper guidelines that were established for COVID-19 restricted operations by not contacting ATC for another squawk code after Tower closure. Have reviewed and implemented process to assure compliance until normal Tower operations resume.

## Synopsis

Pilot reported the Tower closed due to COVID-19 staffing, and was not sure as to what they should be squawking.

ACN: 1756481

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 1600

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Plan : VFR

Flight Phase : Cruise

Airspace.TFR : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 107

Experience.Flight Crew.Last 90 Days : 21

ASRS Report Number.Accession Number : 1756481

Human Factors : Confusion

Human Factors : Distraction

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Chart Or Publication

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Airspace Structure

## Narrative: 1

I had a possible unintentional TFR violation by clipping the corner of a sporting TFR in ZZZ. I assumed the TFR wasn't active due to COVID-19 and there not being over 30,000 people in attendance in the event. I make my flight plans on Foreflight and didn't see an active TFR in the area. However, I later realized I didn't see the TFR because I didn't have TFR's turned on on Foreflight. I now have that setting turned on on my iPad. I will prevent another occurrence like this by making sure my settings are turned on properly and by being more diligent in my flight planning both on the ground and in air.

## Synopsis

Pilot reported a sporting TFR airspace incursion due to not having it selected on the app being used.

ACN: 1756465

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Personal

Flight Phase : Landing

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Private

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 1480

Experience.Flight Crew.Last 90 Days : 2

Experience.Flight Crew.Type : 557

ASRS Report Number.Accession Number : 1756465

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Runway  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I had not been flying much due to the COVID-19 pandemic. I was out flying locally to get familiar again with the airplane (just needed to go out and practice). Departed from ZZZ and flew out west over the lakes. Then decided to go to ZZZ1 to practice some touch and goes. In my mind, I was thinking about doing the Touch & Goes. However, I actually did not say that after I got passed over from ZZZ Approach to ZZZ Tower. So, in my head, I knew what I was planning on doing, but I allowed my mind to think about other things like the new injectors we had just installed, getting the gear down, looking for other traffic I was to follow, etc. Then ZZZ Tower told me I was, "Cleared to Land." To my mind, I just ticked off the box - "have permission," without carefully thinking about what he said. He said "Cleared to Land," he did not say "Cleared for the Touch and Go," but my brain did not pick up on that. I continued the approach, landed, continued the roll, advanced the throttle and then began to take off again. I knew I had messed up when the controller asked, "What are your intentions?" That is when it sunk in, I had made a mental error and not told him I was planning on doing a Touch and Go. I was thinking it, but I didn't say it. I think the best thing I can do is try and make sure I am spending more time flying, so I stay more proficient and more tasks become "automatic" so that I can focus more of my mind on carefully thinking about each phase of flight, and paying more attention to the phraseology with ATC. I did apologize to the Controller, a couple times, and he was very nice about it, but pointed out that bad things can happen when they don't know what we pilots are planning on doing - which I completely agree with.

## Synopsis

Pilot reported thinking they were cleared for a touch and go, but were given a clearance to land.

ACN: 1756419

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Ceiling : CLR

## Aircraft

Reference : X

ATC / Advisory.UNICOM : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Training

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : FBO

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 11925

Experience.Flight Crew.Last 90 Days : 70

Experience.Flight Crew.Type : 250

ASRS Report Number.Accession Number : 1756419

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Other Person

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I am a very busy CFI. Also work multiple jobs, including another flying job. Had a young student solo on the morning of [Date]. As I was doing his paperwork to sign him off for solo, I realized that neither I nor the other instructor he had flown with had submitted his 8710 for his student pilot license. Submitted the 8710 on the day he soloed, but this means he flew by himself without his student pilot license in hand. This was simply an oversight on my part. Apparently I thought I had already submitted his form, and quite clearly I did not.

The problem arose because I did not submit my student's 8710 in a timely manner. Contributing factors were overwhelm and stress due to current pandemic situation and piled on top of that, weeks of unexpected overwhelm from a job. It was discovered when I asked him for his student pilot license, and he handed me his medical.

The human factors all come down to me. I am usually quite adept at keeping up with all the piles of paperwork involved in being a CFI. This was an oversight on my part. Factors affecting the quality (or lack thereof) of my work were stress caused by the general discombobulation due to the pandemic, and overwhelm from one of my other jobs.

My action was to file the 8710 immediately and to call the FAA help desk the next day for information on when the temporary certificate would show up. My student is terribly disappointed that he cannot solo till his paperwork come through. I apologized for my massive paperwork blunder.

## Synopsis

Flight Instructor reported a student flew solo without a student pilot license.

ACN: 1756372

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Parked

Airspace.Class A : ZZZ

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1756372

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related



Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Passenger X boarded without his mask over his nose. I told him nicely to put it over his nose. He rolled his eyes at me put it on and walked to his seat and defiantly pulled it down again. Several other members of his party did the same. I let A [FA] know. A FA went over and politely but firmly told them of our policy and that mask use over their nose and mouth is a requirement to fly. They put it on but would slip it down just enough to be questionable. They were upset with us for asking them to comply. It was a quick flight from ZZZ-ZZZ1 so we couldn't safely keep going back to check and remind. They need a good reminder of our policy and that we are just here to keep them and everyone else on board safe. A FA had let the agent know as well before we had finished boarding just in case.

Passengers in party need a reminder on our mask policy and agree to adhere to it or not fly until the requirement is not in place.

## Synopsis

Flight Attendant reported a group of passengers not wearing face masks during flight.

ACN: 1756370

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1756370

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

All passengers in this party did not comply with mask policy. They were not eating or drinking and had to be reminded to put their mask on. They would put a beverage on their tray and not be drinking but say they were actively drinking just, so they would not have

to wear their mask. The children rang their call button over and over wanting more items. When the crew would approach we'd have to ask them to put their mask on. We had repeated interactions with this whole family. Again, most times their mask was off or not covering their nose. PA's were made to remind guests of our mask policy. They blatantly disregarded under the guise of drinking, or a few members would go by to gather trash they might put it on but take it off the moment we passed with trash. This is a safety risk to others onboard and crew.

They should not be allowed to fly with us if they cannot follow the CDC guidelines for everyone's safety. Once the mask requirement is gone then they can fly with us. We need to make a hard stance on this issue.

## Synopsis

Flight Attendant reported a family was not wearing face masks and had to be reminded often during flight.

ACN: 1756365

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1756365

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1756368

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Woman and her X-year old child boarded the aircraft, child was not wearing a mask and gate agents let us know that they have asked the mom and child to wear the mask multiple times. My other FA moved the passenger in row XX up so we could move the mother and child towards the back, hoping to make other guests happy, and to avoid complaints about the child not wearing a mask. During compliance, child is still not wearing a mask. FA offers a cookie trying to convince the child to wear a mask. Mother of child informs us she screams and cries when she wears it. Asked Customer Service lead to give a final warning to mother. Was a very uncomfortable situation as we witnessed the mother begin to pull out her phone. Mother was very upset. FA and I tried our best to assure the mother that we realize these times are hard and confusing and we empathize with her for her situation as it was tough for all of us. They both seemed to be happy towards end of flight as we provided snack and beverages to ease the situation.

I do not think we should enforce young children to wear masks. Child could possibly have disability and be unable to wear the mask. We are unaware of the family's situation and it is very hard to enforce grown adults to wear masks, let alone young children who don't understand what is going on.

## Narrative: 2

Passenger came onboard with X-year old child not wearing a mask. Gate agent tells me they were told to put it on and the child was screaming. I go to the back with a cookie and kindly ask if she can put her mask on and the mom tries to put it on and the child refuses. I asked if she is willing to sit in row XX so she wouldn't be near any of the other passengers. I moved passengers that were within 3 rows away from the mom and child. The mom looked stressed and her eyes were red. I know our policy is black and white regarding our process and removing a passenger. I felt like moving the passenger was the best thing to do, as I did not want this to turn into another public nightmare. I also asked if anybody felt uncomfortable with the small child taking the mask off at times while she is sitting far from everybody else and they all agreed it was OK. I told Captain the situation and they called a duty officer on their behalf to clear us to leave. The reason for making the exception made sense. She was at least 3 rows away from the nearest person, we avoided a meltdown, she was getting her camera ready and the bathroom in the back was inop so we knew nobody would go back there. I believe no further action was needed. We got guidance on the full procedure from our pilots and everyone was extremely grateful for a resolution to make everyone happy onboard.

We need a better mask policy for children, especially if they might have a disability.

## Synopsis

Flight attendants reported that a child was unable to wear a face mask due to crying, resulting in a stressful situation. The child and parent were reseated and the situation was resolved.

ACN: 1756345

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Fractional

Make Model Name : Small Transport

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : Captain

Function.Flight Crew : Instructor

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1756345

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

This was day 2 with a brand new FO but it was the FO's first day doing a preflight as we started flying the day before after I had an FO swap part the way through the day. I did the flight planning the night before and had a few conversations with operations about possible passenger catering (that turned out to be an old note) and customs payment arrangements at this airport. I had read "ZZZZ" on the trip sheet before getting to the hotel and somehow my brain registered that as "ZZZZ1" and not "ZZZZ." When I entered my flight plans the night before I instinctively typed in "ZZZZ1" into [app]. I made sure to get up early to print out all the international paperwork and all other necessary paperwork before we left the hotel so I could devote my full attention and time to the preflight inspection lesson as well as getting the raft in the morning. After going through the full preflight together, we got the clearance to ZZZZ1 and departed. Shortly after taking off we were given "direct destination" by ATC and we did so. After being given a frequency change ATC again cleared us direct destination. I stated on the radio that we had already been cleared direct and were proceeding there. ATC then stated our track was taking us over ZZZZ2 and I zoomed out on the INAV map and saw that ZZZZ had accidentally been entered as the destination instead of ZZZZ1 per the flight plan. I changed the destination to ZZZZ1 in the FMS and we started flying to the airport. Just as I did that, however, my FO mentioned that ZZZZ1 was not the airport that was on the trip sheet. I looked, and FO was correct, I had mistakenly filed the flight plan to the wrong airport. We got an amended clearance from ATC and proceeded to ZZZZ. I called ZZZZ2 radio enroute to get weather and NOTAMs for the new airport and verified our fuel status would still be safe. We landed at ZZZZ without incident, picked up our passengers and then returned to ZZZ after I refiled the return flight plan. I can only think that unnoticed built up fatigue from the days before caused the error filing the flight plan. I started my cycle out west so I transitioned a few time zones and overnighted at ZZZ1 the day before the FO swap causing a long drive to and from the hotel. Home life has also been stressful, as I have had a few COVID-19 scares with my immediate family. Since I thought fatigue could be a threat, I decided to stay in ZZZ that night instead of doing the empty repo to ZZZZ2 as originally planned.

## Synopsis

Air carrier Captain reported filing the wrong destination and not realizing it until the FO advised they were going to the wrong airport.



ACN: 1756299

## Time / Day

Date : 202008

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 2366  
Experience.Flight Crew.Last 90 Days : 58  
Experience.Flight Crew.Type : 2366  
ASRS Report Number.Accession Number : 1756299

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Flight Attendant informed me that passengers in Row XX were told by flight attendants numerous times to wear face covering.

## Synopsis

Captain reported that the Flight Attendant told them that passengers in a specific row were not wearing face masks and were instructed to do so.

ACN: 1756290

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 13752

Experience.Flight Crew.Last 90 Days : 24

Experience.Flight Crew.Type : 2769

ASRS Report Number.Accession Number : 1756290

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected.Other

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

After parking at the gate XY in ZZZ and passengers deplaned, the cleaning crew got on the airplane. Half of them were not wearing masks. After having been reminded all but one put them on correctly. The last person was reminded multiple times by me (Captain) that it has to cover both nose and mouth. She walked to the back of the airplane without covering her nose. One person had a mask on with a vent, which I reminded her was not allowed. She seemed surprised but changed her mask.

## Synopsis

Captain reported cleaning crew came onto plane after passengers left, but most did not wear face masks as per company instructions.

ACN: 1756247

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 8580

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1756247

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1756251

Human Factors : Distraction

Human Factors : Training / Qualification

Human Factors : Human-Machine Interface

## Events

Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Descending via the ZZZZZ into ZZZ there was a small buildup near the ZZZZZ1 waypoint. The Captain deviated just a few degrees to the west of it then proceeded back on course via the ZZZZZ arrival. A few moments later ATC told us to stop the descent immediately because of traffic. I looked up and saw that we were at about 8,580 feet about five miles prior to ZZZZZ2 waypoint. ZZZZZ2 has a restriction of 9,000 feet. We leveled and began the climb back up to 9,000 feet, of which I informed ATC. ATC asked us what happened and the Captain explained the situation. By selecting heading for those few degrees to get around the buildup, the airplane went into vertical speed mode for the descent. Neither of us caught it.

I was a little distracted by looking at arrival information on my iPad. I just didn't realize we were in vertical speed mode. I know that's what happens, but I just didn't catch it.

Double check the FMA any time changes are made to the different modes of the autopilot.

## Narrative: 2

Cleared to descend via the ZZZZZ, profile descent was working perfectly in the aircraft managed mode, until I selected 2-3 degrees right of course to graze a single cumulus build up on the arrival line followed by a quick jog back to the course line for passenger comfort. (Deviation was about a wingspan width laterally for less than 5 seconds) I selected NAV again to manage the course line and forgot vertical nav had reverted to vertical speed. The level off should have been 9,000 feet and I inadvertently let the aircraft hit a low point of approximately 8,600 feet before I intervened and climbed back up to 9,000 feet. At approximately the same time I saw my mistake and started climbing ATC called and told us to immediately stop our descent, I was already in the process of returning to the proper altitude. Shortly after our level off the TCAS showed traffic but we already had more than enough separation and the Controller verified this when he queried us for information on why we had descended early/ before ZZZZZ2. I completely and honestly told him of my mismanagement of the FCU/FMS and humbly "owned" the mistake. His reply was well we caught it before there were any problems...then he gave us a frequency change and I asked if this was going to give me any problems down the road and he said no. Fingers crossed that that is in fact the case.

I can't come up with anything other than "I know better than this" with having thousands of hours in the aircraft. I should have verified my inputs better than I did and paid more attention. A little bump would have been more welcome than a possible altitude violation

and I should have just let the aircraft manage itself since it was already doing a fine job until I fat fingered it up.

Just paying more attention or asking for a weather deviation would have avoided this situation in the first place. We would have dialed in a hard altitude and vertical speed wouldn't have been an issue. I'm not flying as much as I'd like on reserve to maintain a super level of currency right now with our reduced schedules and would like more flying that's not there to have, since transferring over to the left seat. I completely owned that mistake and as I said above I know better than this and have been trained better than this. I'll use more care to monitor things especially when it's a change from the normal routine.

## Synopsis

Air carrier flight crew reported an altitude deviation due to the aircraft going into vertical speed mode for the descent after deviating for weather.

ACN: 1756218

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 1000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1756218

Human Factors : Other / Unknown

Human Factors : Human-Machine Interface

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1756215

Human Factors : Other / Unknown

Human Factors : Workload

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

[During the] landing from an unstabilized approach into ZZZ, I began configuring the aircraft very late which resulted in excessive airspeed throughout the approach and landing. I feel that contributing factors include: lack of recency, abnormally low traffic resulting in no slowing issued by Approach Control which is unusual for ZZZ, [and] my personal determination to "complete the mission" leading to the continued unstable approach and failure to go around in this instance. My determination to "complete the mission" ultimately led to this unstabilized approach and landing and is something that I have to commit to improve.

## Narrative: 2

We were arriving on the ZZZ XX ILS approach. ATC gave us an intercept to join. Once established we declared the runway visually. The Captain noticed that we were fast for our present position and proceeded to slow down with gear down, followed by Flaps 1 through Flaps Full at their appropriate speeds. I set and verbalized go around altitude, set 2200 blue. We were trending down towards Vapp through 1,000 feet but we were fast. The Captain was communicating his game plan on what he going to do and how he was going to do it. Per policy I didn't give him an unstable callout but was confident of a successful landing as the PAPIs were on path. The PF executed the landing within the touchdown zone and exited on [Taxiway] XX uneventfully.

Factors that created the situation. A go-around would have been declared if the TDZ was not going to be made. Additionally, be cognizant not to penetrate the two Prohibited Areas. Medium auto brake was selected and anticipated. Traffic was light during the approach thus no ATC slow downs as was accustomed. During the post-brief discussion, a go-around should have been declared and executed regardless if the TDZ was not going to be made. A mental note for myself on base leg to be 180 KIAS if no speeds are given by ATC.

## Synopsis

Air Carrier flight crew reported uneventfully landing from an unstable approach, whereas per SOP, a go-around should have been executed.



ACN: 1756077

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 25000

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Takeoff / Launch

Route In Use : None

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 12600

Experience.Flight Crew.Last 90 Days : 5

Experience.Flight Crew.Type : 2

ASRS Report Number.Accession Number : 1756077

Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On Day 3, I flew as pilot in command [of] a local flight with two family members, and a personal/business friend as passengers. A violation of FAR 61.57 may have occurred on Day 3. I fly fixed wing aircraft and helicopters as pilot-in-command. While I had flown the fixed wing aircraft several times in the 90 day period preceding Day 3, my flights of the helicopter in the 90 day period preceding Day 3 may not be sufficient to satisfy FAR 61.57. In anticipation of the flight, I had flown the helicopter as pilot in command on Day 1. During the Day 1 flight to ZZZ, I made 4 to 7 practice takeoffs and landings and conducted various maneuvers including pedal turns. This Day 1 flight also included flight at near cruise speed and flight at altitudes up to 800 feet to 1,000 feet AGL. There were no abnormalities observed. Nor did I experience any difficulty maneuvering or controlling the aircraft. I then took off again and flew to my home landing site where I had performed takeoff and landings approximately 10 times per year for 10 years. On Day 3, the planned flight with passengers was conducted.

I am concerned about whether I have complied with the three takeoff and landing requirement of FAR 61.57. When I conducted the flight on Day 3, I presumed that the Day 1 flight was sufficient to establish compliance with FAR 61.57. However, upon review of the flight and the regulation, I am uncertain as to whether compliance was established by the Day 1 flight although it included maneuvers. To avoid this issue in the future, compliance can be established by recording detailed flight information needed to establish currency, reviewing records of flights for compliance, and conducting full takeoff and landing sequences in the helicopter to establish currency.

Contributing factors would include disruption of normal flying routines due to COVID-19.

## Synopsis

Pilot reported flying in possible violation of FAR 61.57 attributed to COVID-19 related disruptions.

ACN: 1756074

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Personal

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Experience.Flight Crew.Total : 217

Experience.Flight Crew.Last 90 Days : 10

Experience.Flight Crew.Type : 217

ASRS Report Number.Accession Number : 1756074

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Procedure

## Narrative: 1

Began takeoff roll on Taxiway Alpha - went 30 feet and realized I was still on taxiway, I stopped at the same time the Tower was telling me to do the same, I then turned around left at Taxiway G back to H then departed [Runway] XXR.

Contributing factors: 1. I am a low-time Tower controlled departure pilot; 2. The COVID scenario changed departure frequency from published XXY.Z to XAB.C. 3. When I first contacted Clearance Delivery they asked if I was requesting flight following and I affirmed this and the readback from Clearance Delivery terminated in an abbreviated sentence of "NXXXXX request." I waited a time and asked what that meant and the controller told me he was working on my request and gave the squawk code and the Departure Frequency and to contact Ground. 4. Ground told me to proceed to XXR via Hotel but didn't tell me to use Alpha or the apron. I proceeded to Hotel via the apron, did my runup. I contacted Tower and they cleared me for XXR. I crossed single-yellow solid/stripped and then proceeded to accelerate down Alpha. I realized at the same time Tower notified me to stop that I was on taxiway (despite all the signs and my previous awareness that Hot Spot 1 exists and I reviewed that prior to flight) - went about 30 feet.

There are many assumptions that are made in communicating with Clearance Delivery, Ground, Tower - some of which are not obvious - the one word "request" didn't tell me to wait while waiting for the request while he worked on it. Also, when to change frequencies and when to stay.

I spoke to ZZZ controller and he explained to me why XAB.C was given to me rather than published XXY.Z (COVID change), and when to change to Tower frequency without explicitly being told to change frequencies. This is different than when communicating to ATC while in-flight - they tell you when to change frequencies.

## Synopsis

Single pilot reported becoming confused with ATC's instructions because the Controller was using nonstandard COVID induced workload shortcuts at this location.

ACN: 1756030

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1756030

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : Taxi

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### Narrative: 1

While doing the demo the B Flight Attendant (FA) noticed a child in Row X of age required to wear a mask was not wearing one. The B FA asked her to put her mask back on. She complied, but later during the flight the same child and adult accompanying her consciously removed their mask despite being told 5 times that they were required. However this was a XX minute flight so I informed the Captain on arrival that there was an issue regarding a noncompliant passenger. He agreed that getting a Supervisor was needed. I let the agent who met the flight know that we needed a Supervisor. She sent the Station Manager before the deplaning process happened. The Captain made an announcement to re-inform the passengers that masks are required throughout the flight. The same passenger proceeded to deplane without a mask while the Captain observed and then she hurried up and put it back on. Nevertheless, the manager informed us that her record would be flagged and she had a conversation with her. We later notice her in baggage claim yet again without a mask.

### Synopsis

Flight Attendant reported passenger was non-compliant with face mask policy.

ACN: 1755997

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 3500

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Climb

Route In Use : Direct

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1755997

Human Factors : Confusion

Human Factors : Human-Machine Interface

Human Factors : Other / Unknown

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : FLC complied w / Automation / Advisory  
Result.Flight Crew : FLC Overrode Automation  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Second leg after launch from airport standby. Short return leg from ZZZ to ZZZ1. Basically empty jet (takeoff weight 223,000 LBS) with low level off for departure (3,000 feet MSL, 2300 feet AGL). We had discussed and decided to leave the power setting in Climb 2 due to the low level off. At 1,000 feet AGL the PF called for VNAV. I pressed the VNAV button, but I believe the aircraft had already gone to altitude capture mode and did not take the VNAV selection - which I didn't immediately catch because I was busy raising the flaps as the jet was rapidly accelerating. The FO commented that "VNAV was doing something strange." I looked at the MCP and FMAs and saw that 128 KTS was the commanded speed and we were not in VNAV, however the autothrottles were trying to advance to climb power. The PF was hand-flying and over-riding the autothrottles. The momentary confusion and light aircraft weight caused us to miss our 3,000 foot level off. We ballooned to approximately 3,500 feet before getting back down to 3,000 feet. ZZZ Tower never said anything to us and switched us to Regional Departure. They queried "what happened back there?" I explained that we were light and had some issues with our automation. No further inquiries were made.

Abnormally low level off with a very light jet.

I should have done a better job of monitoring the FMAs when I initially pressed the VNAV button. This would've helped me be a better PM and point out what was happening earlier. I also don't think I was quite mentally prepared for how low the level off was and how much excess performance the jet would have at our light weight. I think this was partially due to inexperience with this scenario and also just being a bit rusty (flown 1 time in the previous 3 weeks due to vacation).

## Synopsis

Air carrier Captain reported the aircraft was very light weight. The pilots were unprepared for the quick low altitude level off and deviated from the clearance.



ACN: 1755987

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1755987

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1755988

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### Narrative: 1

Called for push at X1, got the cleared to push and thought ramp said go to metering. Contacted metering and received taxi instructions. Received a call from the chief pilot making me aware that ramp wanted us to call them for taxi before contacting metering.

Long day after a 3 hour sit and I believe that I just miss heard what was said on the push back. I have had only a handful of flights since being off and I should have questioned the Ramp Controller.

I should have questioned the contact metering part that I thought that I heard and called Ramp again for taxi regardless.

### Narrative: 2

I was on the intercom with the push crew while the first officer was communicating with Ramp on VHF2 to request push clearance. After pushback and disconnect I received a salute. With the engine start and checklist complete, I called flaps 1 taxi. The first officer contacted Ground metering who then told us to monitor Ground. I taxied about 100 feet up the ramp but short of the taxiway. Ground Control cleared us to taxi to XXL. The first officer failed to call ramp control prior to contacting metering and I didn't catch it since I was monitoring VHF1.

The first officer was fresh off of a 3 month leave of absence which could have contributed. Also, we just had a 3 hour sit in the airport between flights. 11+ hour duty day.

Better frequency monitoring when using multiple radios.

## Synopsis

Air carrier flight crew reported a deviation from the ramp taxi procedure and cited lack of flying as a contributing factor.

ACN: 1755971

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1755971

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

Were Passengers Involved In Event : Y

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Passenger traveling tested positive for COVID-19. Agents at the terminal were not made aware of this at the time and not notified until nearly 24 hours after the flight left ZZZ.

## Synopsis

Ground Agent reported that a passenger had tested positive for COVID-19; however, agents in the terminal were not notified of this until 24 hours after the flight had departed.

ACN: 1755913

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 300

Relative Position.Distance.Nautical Miles : 3

Altitude.MSL.Single Value : 2500

## Environment

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Climb

Route In Use : None

Airspace.Class G : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 950

Experience.Flight Crew.Last 90 Days : 15

Experience.Flight Crew.Type : 950

ASRS Report Number.Accession Number : 1755913

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

I had filed an IFR flight plan from ZZZ to ZZZ1 and received back an expected route from ATC. I had planned to depart Runway XX, as the wind was calm. The field was initially IFR. I started the engine and entered the expected route into my GPS. By the time I was ready to taxi, the weather had become marginal VFR and aircraft had started using Runway YY. So, I taxied to YY for departure. As I taxied out, I got a radio check from UNICOM.

ZZZ is a non-towered airport, so I used the ATC frequency given on the approach plates to contact clearance. This was my usual procedure at this airport. However, after trying many times I could not get a response from anyone on the clearance frequency. Since the field was marginal VFR at that time and weather at my destination was clear, I decided to depart VFR and see if I could get a clearance in the air. Otherwise, I planned to just proceed VFR. There was a low layer of clouds to the west and it was clear to the north. If I could not get a clearance, my plan was to climb to the northeast until I was at an altitude sufficiently above the clouds to the west and then turn west.

There is a class C airspace to the west of ZZZ. As I climbed out, I turned to the right to avoid the class C airspace. However, I guess I still had in mind my plan to depart Runway XX and only turned to the right the amount I usually do when departing Runway XX to easily clear the class C airspace. The low layer of clouds to the west prevented me from visually realizing that I had not turned far enough to the right. Another issue, that was a distraction as I climbed out, was my attempt to contact departure to get my clearance or get flight following. The Departure Controller was refusing to talk to any VFR traffic. He finally told all VFR traffic to try again in 30 minutes.

After giving up on ATC, I realized from my GPS that I had entered the northeast corner of the class C airspace to the west. I immediately turned to the northeast to exit the airspace. The ADS-B on my GPS did not show any traffic anywhere near me.

I clearly did not keep foremost in mind that I was not departing from the runway that I had planned to and the impact of departing VFR instead of IFR at the last minute, because I could not get a clearance. I certainly will be more careful in the future. I will also change my expectations of the usual high level of service from ATC while COVID-19 is in place. The initial reduction in ATC staffing because of reduced flight operations due to COVID-19 has not yet been followed by an increase in staffing as GA operations in this area have increased substantially.

## Synopsis

Single pilot reported an airspace deviation occurred while attempting to get an IFR clearance. Pilot was unable to get an IFR clearance due to ATC workload and told to try again in 30 minutes.

ACN: 1755891

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1755891

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Security

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : Police / Security Involved

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Human Factors

## Narrative: 1

Once we finished the safety demo FA X informed me that [Passenger in] X1 was not wearing his mask and that during the safety demo she had to ask him twice to put on his

mask. He was on a phone call after door closure. I went over and asked him to wear his mask properly as it was not covering his nose. I preceded to give him a warning. We, the crew, agreed that this aggressive behavior would not be tolerated as we did not want anything to escalate once in the air.

## Synopsis

Flight Attendant reported a passenger did not comply with the face mask policy.

ACN: 1755878

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1755878

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1



Upon final descent as I was making my final walk through I noticed that the man in XX1 was not wearing his mask, seatbelt, and his seat back was in the recline position. I politely asked him to comply with the mask policy and prepare for landing by buckling his seatbelt and putting his seat back in the upright position. He began shaking his head, putting his fingers in his ears and saying, "No, no, I am not gonna to wear my mask right now." I asked him once again explaining the importance of the policies that I was asking him to comply to and he continued to ignore me. His flight mate came up to him and told him to buckle his seat belt and put his chair up and began to assist him in doing so. He also told her that he would not put his seatbelt on and that he wanted to go to the bathroom. I asked the woman if he was OK and she said, "Yes" and then more forcefully told him to buckle his seatbelt and put his chair up. He then complied but still verbally refused to put his mask on. I asked the woman to help ask him to put on his mask and I explained to both of them that if he didn't wear his mask he would then be banned from flying. He still refused. I informed both passengers that the Captain and Gate Agent will be informed of this refusal and that the appropriate actions would be taken against him for not complying with the mask policy. Upon arrival the Gate Agent spoke to the party involved and the man in question refused to speak and the woman who assisted stated that he refused to wear the mask because "he couldn't hear" and that he was "sleeping". Neither of these statements are true.

## Synopsis

Flight Attendant reported a passenger refused to comply with the face mask policy.

ACN: 1755856

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : IMC

Weather Elements / Visibility : Thunderstorm

Weather Elements / Visibility : Rain

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Flight Phase : Parked

## Component

Aircraft Component : Door

Aircraft Reference : X

Problem : Improperly Operated

Problem : Malfunctioning

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1755856

Human Factors : Time Pressure

Human Factors : Distraction

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1755858  
Human Factors : Workload  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Time Pressure  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Dispatch  
When Detected.Other  
Result.Aircraft : Aircraft Damaged

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

Sat on transportation bus for approximately one hour for ground stop blue light (thunderstorms overhead) conditions at ZZZZ after processing through immigration. Arrived at aircraft and stood underneath nose in the rain for approximately 20 minutes. Accomplished walk around while Captain continued to wait underneath the nose of the aircraft until we were allowed on the aircraft. Paperwork delivered to aircraft approximately 30 minutes after boarding aircraft. During pre-flight compared previously printed ACARS fuel data with actual ACARS. Captain entered A1 for fuel type and asked for confirmation. I stated no FSF (Fuel Service Form) yet. We were waiting for new release form at which time Jumpseater opened chiller door at the same time ground crew was closing Door X due to heavy rain. Chiller door contacted Door X causing minor damage to Door X. We annotated the damage in the AML and notified maintenance. Subsequently, new release form with sign off, DG paperwork, and final W&B (Weight and Balance) all arrived at the same time. Completed review of new paperwork then ran before engine start checklist and confirmed W&B and fuel computations. After uneventful flight and landing with 23.0 FOB, ACARS would not close. No response on SATCOM or cell phone so Skyped flight office from hotel at which time we realized maintenance never provided FSF.

Significant delays caused by COVID screening, weather, and transportation issues combined with distractions caused by Door X damage and late paperwork delivery resulted in overlooking the missing FSF.

Slow down procedures and verification of required paperwork regardless of perceived time constraints and other distractions.

## Narrative: 2

In Country X taking over an hour to go through the COVID-19 process we got on the terminal bus to go to the aircraft across the field. While on the bus, thunderstorms created a blue light (thunderstorms) conditions and the bus was stopped for over one hour. After the conduction subsided the bus continued to the aircraft. Once the air stairs were against the aircraft we got off the bus to board the aircraft. Ramp personnel stopped us and we had to stand under the nose while it was raining for approximately 20 minutes (the bus had left). During normal preflight I ask of fuel type and FO stated we hadn't gotten a fuel ticket yet. I entered A1 in MCDU for fuel from historical knowledge. While waiting for a new release form, a jumpseater has opened the chiller door. Door X coming down hit the chiller door and did some slight damage. We made a write up [in] AML about the cooler door and called maintenance. We received DG paperwork, a new release form with sign off, and final all at the same time. Completing these tasks just before push we cleared the aircraft of ground personnel and closed the doors. Ran before engine start checklist and confirmed weight and balance and fuel computations. After an uneventful flight and landing with 23.0 FOB ACARS would not close the flight out. After calling flight coordination, we realized ZZZZ maintenance never gave us a fuel service form.

Significant delays from COVID screening, weather, and transportation combined with jumpseater and Door X damage and late paperwork resulted in overlooking the missed FSF.

Slowing down and following procedures even though having perceived time constraints for being late and other distractions.

## Synopsis

Air carrier flight crew reported that they did not get the fuel service form before departing due to significant delays and late receipt of paperwork.

ACN: 1755850

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 29500

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Climb

Route In Use : Direct

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1755850

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Other / Unknown

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

We were in the climb to our last assigned altitude of FL300 and switched to ZZZ Center as we were passing through FL295. On the initial check in the FO [PF] incorrectly heard to continue climb to FL330 associated with our call sign. The PF pointed at the Altitude Window for FL330 to confirm, the CA [PM] wasn't 100% sure whether they had given us FL330. The PF immediately initiated a level off pressing the Vertical Speed 0 Button. We ended up leveling off at approximately 30,100 feet and in the level off ZZZ Center confirmed that they had not given us higher. Reset FL300 in the window and managed the descent back to our previously cleared altitude. The location of the event occurred IVO (in vicinity of) the ZZZZZ waypoint. Following the event ZZZ Center never mentioned anything about a loss of separation or about us being off our altitude by 100 feet. There were no aircraft in the immediate vicinity on TCAS. We landed safely at ZZZ1 and debriefed the event. As a crew we trapped an error utilizing SOP with the PF/PM both confirming the altitude set in the Altitude Window and prevented what could have been a major altitude deviation and possibly a loss of separation from another aircraft.

Primary casual factors that contributed to the confusion and minor altitude deviation were as follows: PF was current, but not proficient after coming off a recent 4 month leave period, expectation bias of a continued climb since FL300 was not our planned final / expected final from ATC, and situational awareness to the fact that based on our position relative to our planned STAR / transition that a further climb wouldn't have made much sense under the circumstances.

If there's any confusion to a clearance then immediately confirm with ATC and get clarification. If both crew members aren't 100% sure what they heard was correct, then the hairs on your neck should stick up until that's resolved. Additionally, following SOP prevented what could have been a significant altitude deviation. With many crew members coming off long leave periods, and stress due to COVID and possible furloughs, now more than ever it's important for all of us to follow SOP, do not rush, and back each other up if something doesn't look or sound right.

## Synopsis

Air carrier First Officer reported an altitude deviation was the result of too much time away from work because of COVID-19 lack of flying.

ACN: 1755816

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1755816

Human Factors : Communication Breakdown

Human Factors : Fatigue

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Gate Agent / CSR

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

Every day the Lobby at midday and after is short staffed. Today was even more so! I was assigned to Position X to help passengers with their check in on kiosks. Both Position X and X1 were open for passenger use. There had only been myself and another agent assigned in that area and before I was even half an hour into my shift I was the only Customer Service (CS) agent working in both Position X and X1! Absolutely unacceptable and unbelievable! As I was working with a passenger, other agents were directing passengers who were unable to use kiosk on their own to see me. Passengers started tapping and pulling at me to get me to attend to them but I was the only CS agent working in Position X and X1. I kindly asked passengers to please stop touching and tugging at me, especially during this time of COVID. I had no idea that the other agent

who had been in Position X working was asked by a (Supervisor) to sign in to Position X2 to help clear the line leaving me all alone to assist all guests in X and X1. Staffing needs to be properly assigned to the Lobby and not leave the Lobby short staffed on a continual basis and causing Lobby agents to burn out from overload.

## Synopsis

Customer Service Agent reported concerns with the daily under staffing in the airport lobby and the difficulties it is creating during the COVID-19 pandemic.



ACN: 1755801

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1755801

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 110

Experience.Flight Crew.Type : 9000  
ASRS Report Number.Accession Number : 1755810  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Advised to contact Tower for visual landing clearance at the FAF. Perfect flying conditions and all radios were tuned accordingly. It was a textbook stabilized approach with zero distractions. I as the Pilot Monitoring simply failed to obtain a landing clearance for no reason at all. We were both completely baffled at the oversight. I have zero excuses to why this happened.

## Narrative: 2

ZZZ Approach Control had cleared us for the visual to XXL. We had the field in sight, and the frequency was not busy. A normal approach and landing were completed. Upon exiting the runway, we both realized we had just landed without contacting ZZZ Tower for a clearance. As we switched to Tower after clearing the runway, they gave us a taxi clearance and had us call Ground.

I always use the taxi light switch as "cleared to land" reminder. The lack of traffic at ZZZ right now sort of lulled me into thinking we had been cleared to land. I realized as we cleared the runway that the taxi light switch was still in the "OFF" position. I will make sure I verify with the other Pilot that we're cleared to land (which I usually do). The somewhat "off" tempo of flying, schedules, and airport activity during COVID has made me realize I need to be extra vigilant. I simply missed the clearance this time. I won't do that again.

## Synopsis

Air carrier flight crew reported landing without a clearance.

ACN: 1755798

## Time / Day

Date : 202008

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC  
State Reference : US  
Altitude.MSL.Single Value : 39000

## Environment

Light : Daylight

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Last 90 Days : 100  
Experience.Flight Crew.Type : 9500  
ASRS Report Number.Accession Number : 1755798  
Human Factors : Situational Awareness

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Last 90 Days : 130

Experience.Flight Crew.Type : 130  
ASRS Report Number.Accession Number : 1755802  
Human Factors : Distraction  
Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Security  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

When the Captain left the flight deck to take a bathroom break he failed to allow a Flight Attendant into the flight deck. The Captain proceeded to the lavatory and once he realized he didn't allow a Flight Attendant to enter the flight deck, realized his mistake and called up to the First Officer. The First Officer answered the call and allowed the Captain back into the flight deck. The flight continued uneventfully.

Anytime leaving the flight deck allow a Flight Attendant to access the flight deck. Once the Captain shut the door to the flight deck a Flight Attendant should have said something right away to the Captain, reminding him that a Flight Attendant must occupy the flight deck and there should be two Crew Members in the flight deck at all times.

## Narrative: 2

My First Officer called back to the cabin informing the Flight Attendants that we needed a bathroom break. The B Flight Attendant came up while my First Officer used the bathroom. He returned eventually to the flight deck. I then proceeded out to use the bathroom, closing the cockpit door behind me without realizing no Flight Attendant had gone up into the cockpit. After coming out of the bathroom, my mistake was brought to my attention. I returned to the cockpit and apologized to the Flight Attendants and my First Officer. The flight continued on and landed uneventfully.

I have been off from work for almost five weeks. I honestly think the time away from routine procedures (such as this) had an effect. I certainly won't make the same mistake in the future.

## Synopsis

Air carrier flight crew reported the Captain mistakenly shut the cockpit door before a Flight Attendant went into the cockpit during a bathroom break.

ACN: 1755789

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 14000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use.STAR : ZZZZZ

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Departure

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 14

ASRS Report Number.Accession Number : 1755789

Human Factors : Distraction

Human Factors : Confusion

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I think we're all familiar with the swiss cheese model/metaphor...this one has lots of swiss cheese. I had just got to work. I was taking the ZZZ position, which was combined with the ZZZ1 position. Is it normal for ZZZ1 to be combined with ZZZ at this time of the day you may ask? Only during COVID. Should it have been split? Should it be split more often than what it is? I don't know. I received the briefing from a Controller whose radar display settings are darker than mine (everyone's settings are darker/dimmer than mine). We're trying to maintain social distancing to the best extent possible so, basically, I'm not directly over her shoulder and I tried my best to see what everyone's doing as per the briefing. I can't remember the exact wording the Controller used, but it was something along the lines of Aircraft Y was descending via except maintaining 140. This is a standard practice right now because there's a TFR along the route of the ZZZZZ arrival. What's not standard practice is putting a Aircraft Y on a STAR that's designed for turbojet and turboprop aircraft only. So, another hole in the swiss cheese is an aircraft on a route that shouldn't have been on it.

The Controller before me issued the descend via except maintain 140 clearance so I don't know for sure if there might have been a read-back issue. Supposedly, management reviewed it all and said, "we're clean." We had legal separation. I doubt that, but that's not why I'm submitting this report. So, when the previous Controller told me the Aircraft Y was descending via except maintaining 140, "expectation bias" started kicking in...though I didn't see his altitude for myself...from where I was at while I was receiving the briefing. The Aircraft X on the ZZZZZ1 arrival was approaching the airspace but I took the handoff on that guy just after I assumed the position so the center didn't have to spin him. That's when I should have looked to make sure Aircraft Y was meeting his restrictions. I did not though. What I was doing was trying to sign into the STARS, and I was (regrettably) wondering why the Controller was doing some things that, let's just say I, wouldn't have done. If you need to know what it was just make the request and I'll explain, but either way, it took away my attention from the conflict that was brewing. 100% on me. That's on my personality (which isn't great). The other issue that was distracting me, which I have a problem with, is an issue I've reported before. ZZZ2 GCA, has this weird automation issue where, if an aircraft is typed in, landing in a ZZZ3 sector the handoff will bypass the ZZZ sector and go straight to the ZZZ4 sectors. I refuse to believe this is an unsolvable issue. I just don't buy it. I'm not sure if it's a money issue or someone's just being lazy or what the issue is. But it's been going on for years. What had happened was, ZZZ2 GCA gave a VFR aircraft flight following to ZZZ6. As it was typed into ZZZ5, the autoflash or whatever they got there, directed the hand off to the ZZZ5 sector. The guy working that sector was a bit overzealous as he is new (though it'll turn out to be an incredibly fortuitous trait here

in a minute) and just takes radar on anything flashing at him. So there's now a VFR aircraft calling me that I have no idea about and he's talking at me like I should know who he is and he's telling me about how he wants to take pictures for his survey work. I finish signing into my settings. I issue a couple of frequency changes. This specifically frustrates me because I've reported this before. I call the ZZZ4 sector to see if he did take radar on the aircraft to see what was going on with the automation and he did. So, now that I know he wants to take pictures, I go to give him a new code so there's not a problem with a center generated code and a guy flying around for 4 hours taking pictures messing up someone else's hand off. All the while the expectation bias is that the two descend vias are separated. I think something else of a mundane nature happened in the mean time but I can't recall what it was. I remember what it was now. The previous Controller had an aircraft on a "flow" that was a little off. The aircraft was supposed to be over or south of the ZZZZZ2 intersection on a heading of 280. The previous Controller had him north on a heading of 290. I remember being frustrated that I felt obligated to call and appreq (because I was trained to never appreq anything unless you had to) the heading north of ZZZZZ2 since I wasn't meeting the appropriate criteria. Instead, I just turned him to a 280 heading and just hoped I didn't piss off the center nor did it cause them to have a loss of any type. Next thing I know, that same overzealous ZZZZ4 Controller (who now had radar on Aircraft Y) came over to me and asked if I was good with the Aircraft X and Aircraft Y. I looked over and they were both at 140 converging. The Aircraft Y had descended early. The Aircraft X hadn't checked in yet, he was probably waiting to. I immediately put a 3 mile J ring on Aircraft Y. The Aircraft X does descend on the STAR and, initially, I was hoping the Aircraft X would descend under Aircraft Y. After evaluating for about a second and a half that it wasn't happening (because Aircraft X was doing what he was supposed to do as per the arrival), I can't remember what I did first, but I believe I issued an unrestricted descent to Aircraft X. I probably should have issued a traffic alert and I regret doing that now. I then issued a vector Aircraft Y to the right hoping to increase lateral separation. After seeing that vertical separation and lateral separation wasn't going to give me what I needed...I issued a climb to Aircraft Y. I honestly can't remember if I called traffic or not. I hope I did...to at least one of them...but I don't recall. From what I remember, Aircraft X entered the J ring which was around Aircraft Y prior to there being 1,000 feet of separation (of course the Aircraft Y never climbed). I issued a descend via clearance back to Aircraft X. I then issued a heading and altitude back to Aircraft Y.

So, to sum it all up. Supposedly, there wasn't a loss but there could have been and much worse. This is because of [Controller] in the area who better get recognition for a save...even if after all the review I'm totally or even partially at fault. That guy saved, at the LEAST, a TCAS and a NMAC. I've reported this to my area rep, my facility rep, my FLM (who was on the swing because we didn't have an FLM on the day shift only CICs- which was the Controller I received incidentally...in case anyone thinks there might be a personality conflict between us...there isn't...and the OM's who were on the day shift...I don't know their names. There's a lot to learn from this scenario.

I never liked this box. I have recommended so much but it falls on deaf ears. Look through all my reports. ZZZ should be two sectors...it's one...and it's combined with another sector 99% of the time since COVID. ZZZ2 GCA should have equipment that has seamless interphase with us...but they don't.

## Synopsis

TRACON Controller working combined positions reported an airborne conflict that could have been worse, but was saved by another Controller.

ACN: 1755787

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.MSL.Single Value : 2500

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Aircraft : 3

Reference : Z

ATC / Advisory.Tower : ZZZ

Make Model Name : Helicopter

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Photo Shoot / Video

Flight Phase : Cruise

Airspace.Class B : ZZZ

## Aircraft : 4

Reference : A

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing



Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Flight Phase : Takeoff / Launch  
Flight Phase : Initial Climb  
Airspace.Class B : ZZZ

#### Aircraft : 5

Reference : B  
ATC / Advisory.Tower : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Initial Climb  
Flight Phase : Takeoff / Launch  
Airspace.Class B : ZZZ

#### Aircraft : 6

Reference : C  
ATC / Advisory.Tower : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Final Approach  
Airspace.Class B : ZZZ

#### Person : 1

Reference : 1  
Location Of Person.Facility : ZZZ.Tower  
Reporter Organization : Government  
Function.Air Traffic Control : Local  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (mon) : 4  
ASRS Report Number.Accession Number : 1755787  
Human Factors : Situational Awareness  
Human Factors : Workload  
Human Factors : Distraction

#### Person : 2

Reference : 2  
Location Of Person.Aircraft : Y  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1755869  
Human Factors : Distraction  
Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Automation : Aircraft RA  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

It was a VFR summer day with light to moderate traffic. RNAV departures were in use and I was working departures on Runway XXL and arrivals on Runway XXR. After putting Aircraft X in position, an unexpected Aircraft Z checked in to the NW requesting to take pictures on "site 4." No pre-coordination of "site 4" or an expected photo flight was previously relayed. I delayed Aircraft X's takeoff clearance until I understood where the Aircraft Z would be in relation to the departures. Around XA: 52Z I cleared Aircraft Z into to the BRAVO airspace and clarified his intentions, where he wanted to go and how long he would be there. At XA: 53: 50Z I cleared Aircraft X for Takeoff via RNAV ZZZZZ. He read back the clearance with ZZZZZ as the appropriate initial RNAV fix. I put Aircraft A into position and cleared him for takeoff on a North RNAV routing at XA: 54: 30 and put Aircraft B into position. At XA: 54: 50Z I coordinated a handoff for Aircraft Z with LC3 that ended at XA: 55: 03Z where I described "site 4's" location and duration of the photoshoot for pop-up VFR Aircraft Z. During this time I was scanning Runway XXR for Aircraft C on short final and Runway XXL for Aircraft A's departure roll. LC3 accepted the handoff and immediately started a traffic call for his departure Aircraft Y who was lifting off Runway XYR. During our coordination Aircraft X made a hard left turn to the Southwest right off the departure end. At XA: 55: 07Z I started issuing a safety alert. At XA: 55: 08 the CA [Conflict Alert] on the radar activated. LC3 shouted his guy was stopped at 2,000 with my guy in sight. With Aircraft X climbing out of 025 rapidly, I looked at the window and verified that Aircraft B had leveled and was behind Aircraft X. I stopped the safety alert and advised traffic was no longer a factor and issued a turn to a heading of 295. Aircraft A was rolling and I wanted to make sure I had room before turning further. After checking Aircraft A's position in his roll, I turned Aircraft X to a 360 heading and eventually back to a 290 heading before switching him to departure.

Part of our procedures is to ensure that departures are on the correct RNAV track prior to switching them to departure. The pivot where the RNAV tracks split is about 1.25 miles off the departure end of Runway XXL. At 180 knots (3 miles a minute) it takes about 15 seconds for a departure to leave the departure end and turn on their appropriate track. It

is clearly inappropriate to fixate on any part of the operation for 15 seconds, yet at any point in that 15 seconds the pilot has the ability to inadvertently turn off course; in which case it is our responsibility to notice and correct. Any time I am looking at the departure end, I am not looking at the runway, final, radar, etc. The scan is vital and takes time. When I last looked at Aircraft X before the event, he was flying straight on course. After scanning both runways and the final during my coordination, I look back expecting to see him approaching his pivot point. Instead I see him half a mile off course in a southwest bound turn. There was some expectation bias there on my part. I wouldn't say the timing of the coordination was a cause of delay in seeing the wrong turn, as I was still scanning during coordination. Had the aircraft that lined up on Runway XXL started rolling without a clearance, I would have seen that immediately as that is where I was in my scan. I would say the timing of my scan needs to be adjusted to make sure an aircraft doesn't immediately turn left off the departure end as this one did and then come back to check the RNAV track a few moment later. I usually check when they are about .5-1 mile off the departure end which I did in this case but with his turn being as early as it was, a half mile put them approaching the Runway XYR departure corridor rapidly. I waited to launch Aircraft X while collecting information from Aircraft Z as that is not something I do every day, and as a TMC before the COVID schedule, rarely did at all. I could have gone ahead and coordinated with LC3 before launching Aircraft X so it was taken care of. In hind sight, this would have delayed the departures by a minute or two but, in this situation, it would be justified in my opinion. It would also have been helpful to have a sheet depicting where site 4 was so that so much time wasn't taken up having Aircraft Z verbally relay it, and then relaying that information to LC3. While it is well within our ability to handle VFR pop-ups, the extra coordination does take time and attention. From the pilot side, we were always required to verify departures in the FMS, fix by fix, together as a crew and agree on the programming. The Captain would typically enter the data and the Co-pilot, with the departure plate out, would verify every fix. It took an extra few minutes to do this but was deemed essential as a wrong turn out of ZZZ or ZZZ1 was not an option. It was mandated on every flight to prevent situations just like this. I'm not sure if every company has a similar policy but they should. If [airline] were to implement such a procedure it could help nation wide.

## Narrative: 2

We were departing Runway XYR in ZZZ on the ZZZZZ1 departure. After autopilot was engaged at 600 feet, but before reaching acceleration altitude of 1,000, I was checking the FMA for FMS and Autopilot engagement, when I saw an Amber TCAS mark showing +600 feet and much too close to us. At that moment my First Officer verbalized seeing an aircraft very close out the window. The other aircraft was climbing above us and crossing our RNAV path from right to left. I immediately turned off the autopilot and stopped my climb. Then we received "Monitor Vertical Rate." Tower then requested for us to level off, which we had already done. Then we received, "Clear Of Conflict." We could see the other aircraft adjusting with a right turn back to their proper path. We proceeded to clean up our aircraft and complete all checklists. When we were clear, ATC gave us instructions to continue our climb. We continued on the ZZZZZ1 and on to our destination without further event.

It seems as though the other involved aircraft took off of XXL and made an abrupt and incorrect left turn in to our XYR departure corridor.

## Synopsis

Pilot and Controller reported an airborne conflict on departure.

ACN: 1755722

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

Maintenance Status.Maintenance Type : Scheduled Maintenance

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1755722

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected : Routine Inspection

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

The cleaning employee asked if he could disinfect spray the inside of the aircraft, I said no not yet, we're right in the middle of maintenance on the aircraft. I said, "give us 5 minutes please," he said okay. Next thing I know he's spraying the entire aircraft with the cockpit door open, Technician Y in the electronics and equipment compartment and no announcement or even a "heads up" he was going to spray. I was still in the cockpit working on a pack issue and saw him coming up the aisle spraying. He left the aircraft shortly after and approximately 10 minutes later in the planning office, I realized I had become congested and started coughing. We need some safety measures in place and adequate "air out" time for the fuselage.

## Synopsis

Maintenance Technician reported that a cleaning employee began spraying disinfectant inside the aircraft while the Technician was still inside performing work. The Technician experienced adverse physiological reaction as a result.

ACN: 1755703

## Time / Day

Date : 202008

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Crew Rest Area  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1755703  
Human Factors : Situational Awareness  
Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

We are unable to use crew rest facilities except for only one Flight Attendant while pilots are able to use both bunks in their crew rest and we are required to be separated. The 3 crew rest seats provided in seating area are not appropriate since it does not have a curtain to block the light and due to passenger placement, we are unable to remove masks for the time on crew rest which promotes fatigue and other negative effects of long term mask wearing. Unable to get adequate rest due to the COVID-19 restrictions the company has imposed while pilots operate as normal and with no mask restrictions.

## Synopsis

Flight Attendant reported differences between pilot resting areas and those of the flight attendants.

ACN: 1755701

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1755701

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors



## Narrative: 1

A passenger traveling with a pet refused to wear her mask and customer service had to come to the aircraft to remove her from the flight. She began to scream and yell that she had to go home and she paid for the ticket. This occurred after myself and the Gate Agent informed her of our mask policy. She then started to rant how the virus is a political hoax and that she doesn't wear a mask. When customer service tried to get her to come off the plane, she started to scream that she will wear the mask and the passengers around her started to yell with her to give her the mask. We gave her the mask and she put it on.

Gate Agents need to ensure the passengers have on their proper masks before they come down to the aircraft. Also, it would help if the CA would make an announcement about the mask policy, and the possible return to the gate for not wearing the mask.

## Synopsis

Flight Attendant reported that a passenger refused to wear a face mask. When customer service came on board the passenger agreed to wear the face mask.

ACN: 1755695

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Flight Phase : Initial Climb

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1755695

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

## Narrative: 1

We had a passenger that refused to wear her mask. She felt ill and was unable to wear it. I informed that she had to wear it or that we would have to return to the gate due to policy. I informed the Captain that we had to return and he suggested that he park and for us to speak with her again. FA C spoke with her and she told her the same thing, I then came up while she was shaking her head no. I then informed her that we were going back to the gate. She then put it on as if she was going to comply. As soon as we took off, she took it off again and kept it off the entire flight. We then called the Captain to have the plane met with customer service person in ZZZ. Our company requires face coverings, but we are still seeing the wrong types of face covering being worn. Is this to be addressed by FA's or the gate agents before they come down to the aircraft?

I think the wearing of and the proper types of masks need to be emphasized at the gate before passengers come down to the aircraft. Airport/gate agents should be assisting with the new normal of wearing masks. It is challenging to watch bags and masks wearing all at the same time.

## Synopsis

Flight Attendant reported that a passenger did not comply with wearing a face mask during flight.

ACN: 1755634

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 10000

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1755634

Human Factors : Training / Qualification

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1755638

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Fatigue

Human Factors : Workload

Human Factors : Training / Qualification

## Events

Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During climb out on the ZZZZZ Departure the flight crew inadvertently exceeded the 250kt restriction above 10,000 ft. ATC reminded us of the speed restriction and we immediately slowed to 250kts. A short vector for spacing was required with no further issues.

This was my first trip back from 4 months off. I feel a lack of current flying experience may have contributed to my inattentiveness/missing the 250kt restriction.

[Suggest] perhaps a common departure speed procedure for all US airports?

## Narrative: 2

On departure out of ZZZ, we inadvertently/momentarily exceeded the published 250kt speed restriction climbing above 10,000 feet MSL on the ZZZZZ departure.

This was a miss on both the Captain and I. We should have caught it, but ATC caught it first and reminded us to maintain 250 kts. We slowed and were assigned a short vector for in-trail spacing, with no other issues during the flight, or further comments from ATC.

There was no excuse for this bust, and although it seemed to be a non-issue in the grand scheme of things, I wanted to take this opportunity to note that in light of current events and due to the unexpected changes to our sequence due to operations, manning, maintenance, weather, delays, crew-rest, sequence changes, etc. We found ourselves on personal high alert trapping one external/potential threat and error after another from the start of the sequence. Like any flight, it is our job to catch these. However, this trip presented a greater number of threats than normal, and it seems to be becoming the norm as of late. I think it is worth noting some of the causal factors we were up against on this trip.

- This was the captain's first trip coming off of a 4 month leave of absence.
- Delays due to the extreme severe weather that moved through ZZZ delaying us several hours, pushing us up against duty limit (departed 3 min prior to duty limit), forcing Operations Control to get creative.
- Maintenance issues with the air conditioning system in ZZZ1.
- Delaying boarding in ZZZ1, then boarding only to deplane due to air conditioning issues and the constant rolling delays due to weather in ZZZ.
- Unhappy passengers and ZZZ1 gate agents trying to deal with that, all while having customer service managers hovering around them pressuring them to board while constantly asking us what the plan was.

- Dispatcher trying to file us through the weather into ZZZ, debating that with them, only to get a re-route from ATC, which changed our duty limit again.
- 4 different duty limit changes (did not agree to extend) but none of the operations desks seemed to not know what our duty limit was, and each position (coordinating, tracking, customer service, dispatch, etc.) had a different duty limit/plans for us. This drove the Captain and I up against our actual duty limit, and forced us into the charts to do our own math to protect ourselves.
- We felt like this rolling delay started to push us into a corner from all the external factors, and we pushed back where we could. Although we were fit for duty, the distractions were starting to pile up.
- Landed late into ZZZ only to find out we were reassigned via voice mail and lost pay and credit for our re-sequence.
- During my pre-flights in all locations (ZZZ2, ZZZ1, ZZZ), I spoke with numerous ground crew and flight attendant personnel to check on how they were doing. All but a few all seemed to be distracted by the potential/impending layoffs/furloughs. This made the Captain and I extra observant on preflight and with procedures just to make sure all operations were normal on the ground, and in flight, making sure nothing was left undone, hatches/doors correctly closed, FOD removed, procedures were followed by all crew members, etc.
- duty limit changes/difference between what was on the dispatch release, what was printed off the aircraft printer, what the crew supervisor had, and what tracking had.
- Undermanned ATC centers, towers, ground crews forcing them to monitor multiple frequencies forcing flight crews to be more vigilant especially in critical movement areas.
- On departure out of ZZZ, we took off with a slight tail wind, going a different direction then planned due to ATC limitations. We had to ping dispatch for new numbers using runways opposite to what ZZZ was using from what was on the Dispatch Release. This caused more delays on the ground and we all know how much ZZZ likes that. This brought more heads down time and gridlock in a critical movement area/airport. This seems to be normal these days, making crews wonder if dispatch is paying attention to the current conditions at airports or along the route.

In conclusion, we are seeing a high number of threats in light of current viral and economic events. Put this on top of the already ongoing threats, to include lack of proficient crews, aircraft coming out of storage, new dispatchers, and Operations Control personnel relying on past computer models to plan flights with little or no regard to current conditions, and ATC centers/facilities being minimally manned, it can be quite distracting, fatiguing, taxing, and demanding for flight crews to stay ahead of it all and catch every threat and error out there. Thank goodness there is two of us up front, but even then we falter at times, so for that, we own our mistake and will do our best not to let it happen again.

If the world would just get back to normal that would be the best thing... In general, pilots doing our best to get back to proficiency and paying attention. Pay closer attention to individual characteristics of airports that differ from the normal procedures elsewhere. Especially airports we don't operate out of often. (I've been to ZZZ just a few times over the past year). Don't let external factors push us up against safety/regulatory constraints/rules to hack the mission. Operations Control needs to get all of its desks who operate the same flight on the same page. The new dispatchers actually need to learn their job, and not push back on flight crews requesting or recommending changes.

## Synopsis

Air carrier flight crew reported exceeding an airspeed restriction during departure. The crew cited several factors as contributing, including lack of recent flying, and multiple delays and distractions.

ACN: 1755611

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Light : Dawn

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Route In Use.STAR : ZZZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1755611

Human Factors : Communication Breakdown

Human Factors : Human-Machine Interface

Human Factors : Troubleshooting

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight



Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were at cruise [and] ZZZ Center told us to descend via ZZZZZ landing north. We read it back and continued. After the ZZZZZ1 turn they asked if we were on the ZZZZZ1 or ZZZZZ2 [transition]. We said the ZZZZZ1 [transition] and the Controller said it looked [like] we were cleared the ZZZZZ2 transition. Controller said no problem and we continued to descend via while reviewing the fixes again and discussing how it could have happened. After a few minutes there was a different Controller on the frequency and we could hear him talking to other aircraft. So we queried him a few times to no avail. I then input the approach frequency from the IAP and contacted them there since we had not heard a hand off. They said they were trying us on guard for the last few minutes. Since we were still at 9,000 instead of diving and spoilers etc., we elected a box vector for the descent. The flight continued with no further incident.

[Cause was] improper FMS entry. Still not sure when it changed as we briefed it properly, but we were given the ZZZZZ4 by ZZZ Tower. After push and an FMS change was made at which point the ZZZZZ1 transition could have been selected instead of ZZZZZ2. First trip back after more than 2 months off and forgot to input guard into the standby like I do every other flight. One of the small but beneficial habits that begin to fade without repetition and use.

## Synopsis

Air carrier Captain reported flying the wrong transition on a STAR due to a possible FMS entry error.

ACN: 1755590

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 29000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 10274.05

Experience.Flight Crew.Last 90 Days : 21.92

Experience.Flight Crew.Type : 10274.05

ASRS Report Number.Accession Number : 1755590

Human Factors : Human-Machine Interface

Human Factors : Time Pressure

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Before we were able walk onboard our plane we had to go to gate XX for a temperature check.

Once on board our FA said our crew meals were not boarded and airport operations informed us catering was shut down. CA went to procure 2 sandwiches in the terminal while I set up the cockpit. I rushed through the cockpit setup as we arrived later than planned to the plane.

Our clearance was ZZZZZX.ZZZ then as filed. While loading the route in the FMC the ZZZZZX departure was loaded without selecting the ZZZ [VOR] transition. Upon returning from the preflight inspection 15 minutes before scheduled departure time, I proceeded to verify the route. I did not catch the error that the ZZZZZX departure was loaded without the ZZZ transition.

On the before takeoff checklist, I missed another opportunity to catch the error when I read FMC ...ZZZZZX ZZZZZ. The box should have been loaded ZZZZZX departure ZZZ transition.

After takeoff during initial climb, I noticed the airplane symbol was off course on the Jeppesen ZZZZZX.ZZZ SID. I brought this to the CA's attention, but before we could investigate further ATC called to say we were off course. We flew ZZZZZ direct ZZZ rather than the ZZZZZ.ZZZ, which was our clearance.

ATC cleared us direct ZZZ. The rest of the flight was uneventful.

## Synopsis

Air carrier First Officer reported programming the FMC incorrectly for the SID, which resulted in a track deviation. Reporter noted several delays that contributed to rushing through cockpit set up.

ACN: 1755564

## Time / Day

Date : 202008

## Place

Locale Reference.ATC Facility : ZZZZ.ARTCC

State Reference : FO

Altitude.MSL.Single Value : 40000

## Environment

Flight Conditions : IMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Cruise

Route In Use : Oceanic

## Component

Aircraft Component : MCP

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 13254

Experience.Flight Crew.Last 90 Days : 212

Experience.Flight Crew.Type : 1022

ASRS Report Number.Accession Number : 1755564

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 2488  
Experience.Flight Crew.Last 90 Days : 242  
Experience.Flight Crew.Type : 481  
ASRS Report Number.Accession Number : 1755510

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During crew change, crew cleaned MCP with sanitizer wipes. "MAY" have bumped ALT Knob on MCP. No changes made or observed on MCP. Message sent to ZZZZ Center via CPDLC: MCP touched. Center sent message questioning crew. Crew explained what may have happened. Center understood and explained no deviations were noted but they have been having these issues lately and their engineers were wondering what could be the cause.

They are cleaning their equipment as we are due to COVID-19.

## Narrative: 2

[At] FL400 during crew change received message from ZZZZ Center on CPDLC CONFIRM LEVEL FL400. Crew accepted and confirmed FL400 CPDLC as well as voice that there was no change. Just prior to this message during crew change the crew was cleaning their relief station. There could have been an inadvertent activation of the ALT knob during cleaning MCP panel with wipes that resulted in a CPDLC deviation message. There was no sign or indication on the MCP or FLT instruments of such a deviation, and aircraft maintained its assigned ALT of FL400. The crew relayed the information to ATC and they reported that this same type of issue has happened before with the MCP deviation alert, but crew verifying no deviation.

ATC replied that engineering is collecting data for this issue. In good humor, they said their keyboards have never been cleaner since the COVID-19.

## Synopsis

Air carrier Captain and First Officer reported that while sanitizing the MCP during crew change, the ALT knob may have been inadvertently bumped.

ACN: 1755525

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 17746.52

Experience.Flight Crew.Last 90 Days : 138.3

Experience.Flight Crew.Type : 3898.62

ASRS Report Number.Accession Number : 1755525

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

We have a scheduled X hour and XX minute sit in ZZZZ until our return to ZZZZ1. My concern is the bus that they locked us into for two hours with not enough seats and no bathroom. I stood for two hours due to not enough seats to space out with during this pandemic. I understand these are tough times, but we need to at least get a tour bus so we can spread out.

Bottom line, we are on a X-day trip, back side of the clock, had to wait an hour for the ZZZZ1 crew to de-plane due to COVID, then get locked in a people mover bus for 2 hours with not enough seats and no lavatory, unable to spread out so some had to stand or sit on the floor. At a minimum we need a tour bus with a large enough area to spread out.

## Synopsis

Air carrier Captain reported that while waiting to depart, they were locked for 2 hours in a small bus with not enough seats for everyone and no bathroom.

ACN: 1755522

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Crew Rest Area

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 13765

Experience.Flight Crew.Last 90 Days : 172

Experience.Flight Crew.Type : 4347

ASRS Report Number.Accession Number : 1755522

Human Factors : Other / Unknown

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Crew Rest Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 5259

Experience.Flight Crew.Last 90 Days : 47

Experience.Flight Crew.Type : 1308

ASRS Report Number.Accession Number : 1755535

Human Factors : Other / Unknown

## Events



Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

When pre-flying the cabin for Flight ABC, it was noticed that there were no pillows at all brought on board for the pilot crew rest facility. This flight originally begins in ZZZZ1 it makes a short stop in ZZZZ then continues to ZZZ.

The pilots who originate the beginning of Flight ABC in ZZZZ1 should preflight the entire airplane including provisioning for the crew rest on the longer section from ZZZZ to ZZZ. There is no provisioning allowed at all in ZZZZ.

The flight attendants were able to find three first class seats that were unoccupied and pillows from those seats, note that this is less provisioning per pilot than normal (1 pillow vs 2) and one pilot which happens to be myself which received no pillows at all.

In this one instance I happened to find pillows that were tucked into our used bedding area in the crew bunk. It became a decision between canceling a flight due to a lack of pillows or me using the used pillows from the inbound Aircraft X from ZZZ to ZZZZ.

I feel it is unacceptable to be forced into a situation of using used bedding especially in this time of a pandemic or canceling a flight. The decision to accept the used bedding was mine and I did get rest on the flight as I should have but the concerns of using potentially tainted pillows and blankets I feel is unacceptable and this should be corrected.

## Narrative: 2

With all of the protective measures these days trying to make sure we protect our flight crews from contracting the COVID-19 virus, this is total disregard for our safety and well being. When pre-flying the aircraft, we found all crew rest provisions had been used at least once and possibly multiple times prior to our flight. With a double augmented crew, this also meant that the onboard provisions would have to be used at least twice more. We tried diligently to get clean provisions before departure to no avail. The on duty operations manager actually stated, "Use a first class duvet for a pillow." This would be if there were even any duvets. This aircraft came from ZZZZ2 with XXX passengers onboard. We are warned to clean our cockpits thoroughly before and after the flights. We all use face masks diligently. What good does this do when we have to put our head on pillows and bodies on blankets that have been used by multiple people.

## Synopsis

Air carrier flight crew reported having to use bedding and pillows during crew rest that were previously used.

ACN: 1755521

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 6000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 2611

Experience.Flight Crew.Last 90 Days : 12

Experience.Flight Crew.Type : 2611

ASRS Report Number.Accession Number : 1755521

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 6978  
Experience.Flight Crew.Last 90 Days : 37  
Experience.Flight Crew.Type : 3217  
ASRS Report Number.Accession Number : 1755533  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

This was leg #3 of 3, the last flight of the 2 day trip. We had a little over 2 hour sit in ZZZ. It was the FO's leg. Our trip was going smoothly, and our CRM was going well for our trip. The FO programmed the FMC and I checked it. The FO programmed an NAPD2, 'L3' climb he put clean maneuvering speed/ 3,000 AGL in the L3 speed restriction, but left the L2 restriction at the ECON speeds. (forgot to put '250' to restrict the speed after 3,000 feet in the L2 position). During my pre-flight, I checked the climb page, but didn't notice the omission. Taxi and takeoff were uneventful. Sometime passing around 6,000 feet, I noticed our airspeed to be approximately 280 kts. I called out 'airspeed.' The FO corrected the deviation by climbing faster. We debriefed the error once we got to cruise. He made the programming error, and I missed it on my review. On climbout, he followed the VNAV guidance and sped up, and I didn't notice the increase until later. With these very light weights we are operating at, the airplane handles differently. There is a normal nose-down cue when we accelerate to climb speed passing 10,000 feet. I didn't feel any such pronounced nose down event...and I was surprised to see the speed that high.

## Narrative: 2

The flight was our third flight of the day flying on the second and last day of our pairing together. I was the pilot flying the departure out of ZZZ. Due to incorrectly programming the VNAV "Climb" page in the FMC, after reaching acceleration altitude the VNAV commanded acceleration to climb speed appropriate above 10,000 feet. I failed to catch the error and proceeded to accelerate towards this speed while we were still below 10,000 feet. The Captain recognized the error as we were accelerating around 270 KIAS, which occurred around 6,000 MSL. He verbally informed me of the deviation and I immediately corrected the error. ATC was not involved in the incident and never contacted us on the radio or any other manner.

## Synopsis

Air carrier flight crew reported experiencing a speed deviation during departure.

ACN: 1755520

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 5557

Experience.Flight Crew.Last 90 Days : 81

Experience.Flight Crew.Type : 4074

ASRS Report Number.Accession Number : 1755520

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 4007  
Experience.Flight Crew.Last 90 Days : 39  
Experience.Flight Crew.Type : 4007  
ASRS Report Number.Accession Number : 1755530  
Human Factors : Workload  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

In ZZZ the Captain and I arrived at the aircraft we noticed that there was a fuel sheet showing a zero uplift that our actual fuel was above our flight planned fuel. We discussed that and were happy for the extra pad on the fuel. At this time we had a conflict with station operation on catering not supplying water. As well there was no PPE in the cockpit to clean the cockpit correctly for safety. We had a Supervisor trying the best to help us in the cockpit get this issue resolved, which never did. At that time we saw that there was a release 2 out. So we the flight crew down loaded the flight plan. The preliminary number for the runway had been ran, ran with the actual fuel load and the new ZFW. About this time we were informed ready to push.

After receiving our final weights we discussed the higher planned takeoff weight and determined it was the conservative approach to use the higher weights for are performance calculations. We took off with I believe 129.5 numbers.

After takeoff we received an ACARS message that Dispatch had not been contacted. This was a mistake we as a crew understood. The rest of the flight went smoothly and we landed using a conservative landing data. After landing during our debrief we discussed the errors of the flight.

## Narrative: 2

Arrived at aircraft and noticed fuel on board was 17.5. Planned fuel on release 1 was 13.2. Made a mental note to notify Dispatch of the higher inbound fuel from previous flight. During pre-flight checks, several operational issues came about regarding sanitizing flight

deck due to COVID concerns while trying to acquire required PPE items from station personnel since inbound crew did not leave any on the flight deck. Then we had customer service issues regarding adequate water supply for the flight as well as pressure from local operations to achieve an on time departure. During this time Release 2 was issued by Dispatch and accepted by myself. Release 2 had a revised ZFW which we noted and added to our current FOB to obtain accurate takeoff data. With all of these distractions and pressures, we neglected unintentionally to notify Dispatch of the current FOB which is SOP in this situation. Our flight departed safely with accurate takeoff data for the current weight of aircraft with the actual FOB calculation. The SOP error was not informing Load Planning and Dispatch of the actual FOB. After debrief, we agreed that the distractions prior to departure added to this threat. Attached is the takeoff data message for assumed weight of 129.5 which is higher than the planned weight of 123.3 and we of course used the higher weight for our takeoff using the actual FOB.

## Synopsis

Air carrier flight crew reported an SOP error by not informing Load Planning and Dispatch of the actual FOB.

ACN: 1755423

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1755423

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

Passenger in seat X4 boarded wearing a face shield. I told her a face mask was required as well. She argued and said it says "face covering." I said, "it's vague yes, but simply means like mask or scarf." I told FA B and pilots. Pilots said, "...face shields alone are not okay..." [but did not enforce]. I'd suggest not using the wording "face covering" I'd state "mask."

## Synopsis

Flight Attendant reported a passenger was wearing face shield, but no face mask.



ACN: 1755420

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1755420

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger was non compliant for the mask policy. During boarding I had to ask her once to cover her face with the mask, as it was completely off. Second, she had it below her nose after takeoff and I asked her to cover her nose and she turned away and ignored me, so I stood there and asked again and she reluctantly barely covered her nose. She was eating and drinking a lot, to the point where she wouldn't keep her mask on. It was not briefly like the announcement stated. I gave her a final warning as I gave her the benefit of the doubt and she was disrespectful and rude about the situation. She accused me of not letting her eat or drink and I explained the policy and how it works. That was my final warning and I called the pilots to request a Supervisor or CSR to meet the aircraft and have a discussion with her.

## Synopsis

Flight Attendant reported a passenger was non-compliant about wearing a face mask.

ACN: 1755418

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1755418

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### Narrative: 1

Passengers in X3 and 4 were not complying with the mask policy from the start of boarding. [Passenger] X4 came on with his mask off, so I asked him to put his mask on. As I was doing cabin secure I noticed their masks were below their nose almost showing their mouth so I told them again that I do not want to have to ask again for them to put their masks on. I gave them the benefit of the doubt and they were unhappy with how I approached the situation, but they were not complying from the beginning. They were also non-rev passengers. I even had passengers thank me for reinforcing the mask policy because they noticed their masks were off.

### Synopsis

Flight Attendant reported passengers were not compliant with wearing a face mask.

ACN: 1755355

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 6000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use.STAR : ZZZZZ

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Flight Phase : Cruise

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1755355

Human Factors : Distraction

Human Factors : Confusion

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : NMAC

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Took Evasive Action  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were descending on the ZZZZZ RNAV arrival landing [Runway] XXR in ZZZ, either just prior to ZZZZZ1, or just after, level at 6,000 feet. We heard the Controller talking to another aircraft, Aircraft Y also at 6,000 feet. That aircraft was issued a descent, but did not comply. A few moments later the Controller asked if they had us in sight, and told Aircraft Y to descend immediately, and if they did not see us, to also turn immediately. This is about the time we received the TA, and saw them ahead of us and at our altitude, on TCAS, then we received the RA, I executed the TCAS escape maneuver, TCAS issued a very steep climb, close to 6,000 FT/min. The aircraft passed beneath us at 150-200 feet. I would call this one a near miss.

I'm not certain whether the Controller lost situational awareness with this GA aircraft, or whether the pilot of that aircraft was not properly following instruction; or possibly both. We were at our last assigned altitude, on the arrival in level flight.

The Controller appeared to be working two frequencies, and seemed task saturated. Again, I'm not sure whether the Controller lost sight of the situation, or whether this extreme RA was due to the GA pilot not following Controller instructions.

## Synopsis

First Officer reported a near miss during approach with GA traffic.

ACN: 1755324

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Parked

Route In Use : Direct

Airspace.Class D : ZZZ

## Component

Aircraft Component : Toilet Furnishing

Aircraft Reference : X

Problem : Failed

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1755324

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1755326  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Attendant  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During pre-flight of Flight ABCD ZZZ-ZZZ1, Flight Attendant informed the Captain that the sink was empty of water and a note had been left in the lavatory informing of the issue. Noting that potable water is not available at the outstation, the Captain made the decision to depart as scheduled to meet on time arrival at ZZZ1. Upon arrival at ZZZ1, crew noted that ground operations did re-fill [the] potable water tank. Crew was unaware that the lavatory sink itself was inoperative.

## Narrative: 2

Flight Attendant notified me of a note in the lavatory stating that there was no water in the lavatory sink. The Flight Attendant said she could not get any water to dispense from the sink. I made an assumption that the reservoir was empty, and that was the reason why it was not working. I made the decision to continue with the flight knowing that ZZZ did not have the capability to refill the reservoir. Thinking we could have it filled in ZZZ1. I was notified later in the day that the sink in that aircraft was inoperative and it had caused a delay on the aircraft's next flight. [I] was given a call and counseled about having potable water in the aircraft lavatories due to COVID-19. I regret the decision that I made as Captain. I just wanted to get the passengers to their final destination. I should have complied with Standard Operating Procedures.

## Synopsis

Air carrier flight crew reported they departed with an inoperative lavatory sink.



ACN: 1755317

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 20

Altitude.MSL.Single Value : 11000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Descent

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 176

Experience.Flight Crew.Type : 721

ASRS Report Number.Accession Number : 1755317

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Contributing Factors / Situations : Weather  
Primary Problem : Staffing

## Narrative: 1

Throughout the last several weeks at least, communication with ATC has been difficult on many occasions throughout the day due to ATC saturation. More than usual, Controllers are working multiple sectors, combining multiple frequencies, and overall being task-saturated far more often than I am used to. It is my perception that ATC staffing was adjusted several months ago to match decreased traffic counts associated with the COVID downturn, and now that traffic counts have largely rebounded, ATC staffing has not increased anywhere nearly as quickly. A great example was on this flight leg, inbound to ZZZ - as far as we could tell, one Controller was working all ZZZ of Approach/Departure, leading to his absolute saturation trying to handle IFR inbounds/outbounds to/from ZZZ and several satellite airports, and being compounded significantly by a handful of VFR aircraft operating in the area. We tried for quite some time to request a heading deviation for towering cumulus buildups in the vicinity of the STAR course, and were glad to finally get a word in before we would have needed to choose to either accept worse turbulence than we needed to or deviate from a clearance. There is no doubt that the ATC saturation was at a level which compromised Safety several times over the last few days of flying.

## Synopsis

Air carrier First Officer reported difficulty receiving a revised clearance for weather deviation because ATC was saturated with traffic.

ACN: 1755316

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 70

Experience.Flight Crew.Type : 9000

ASRS Report Number.Accession Number : 1755316

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I removed my mask/facial covering upon boarding an empty aircraft and stowed my personal belongings in the cockpit. The B Flight Attendant asked why I wasn't wearing a mask in the cabin. (Again, the aircraft was empty, except for the six-person crew.) I stated it was not required when not in view of customers. She said it was. I checked my manual updates and sure enough she was correct. I notified the Flight Attendant that I had seen the [update]. Flight departed on time and landed safely in ZZZ.

## Synopsis

Air carrier Captain self reported not following the latest update regarding face mask policy.

ACN: 1755283

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 12000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 5

ASRS Report Number.Accession Number : 1755283

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Automation : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

ZZZ Center was closed due to COVID decontamination on a midnight shift. We were here to work the airspace during the closure. Our airspace is delegated 10,000 feet and below.

I received two flight plans for the two aircraft en-route from ZZZ1 Approach. The assigned altitudes were both 10,000 feet. When the targets appeared on my scope, they were at 12,000 feet. I called ZZZ2 Approach and coordinated 12,000 feet so the aircraft would not have to descend back down. They approved the coordination. I then called ZZZ1 and told them to leave the Aircraft at 12,000 feet, but in the system at 10,000 feet so the flight plan would stay in my airspace.

The communication was not entirely clear that the airspace was closed prior to working the abnormal midnight shift.

## Synopsis

TRACON Controller reported an airspace violation occurred after rearranging altitudes in the ATC system to accommodate arriving aircraft in his sector due to another ATC site closing for COVID-19 sanitation.

ACN: 1755243

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 1000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Cruise

Route In Use : None

Airspace.TFR : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Commercial

Experience.Flight Crew.Total : 250

Experience.Flight Crew.Last 90 Days : 20

Experience.Flight Crew.Type : 133

ASRS Report Number.Accession Number : 1755243

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Airspace Structure

## Narrative: 1

I was operating in the ZZZ SFRA and may have inadvertently violated a sporting TFR. The sporting event in question was played without fans due to the COVID-19 pandemic.

Prior to the flight, and as part of my preflight planning, I reviewed current TFRs for the intended flight path using the FAA's TFR website ([tfr.faa.gov](http://tfr.faa.gov)). Sporting TFRs do not appear on this list, however they historically have appeared in EFB applications, including Garmin Pilot which I reviewed prior to this flight. Garmin Pilot did not show any TFRs over this sporting event either prior to the flight or during the flight.

The flight operation took place in the ZZZ SFRA. I was not contacted during the flight by ATC, nor was I notified by ATC or the FBO at the destination airport of any issues with the flight.

To add to the confusion, another pilot also operating in the vicinity during the time of the game was in contact with ZZZ1 Tower and was notified that there was no TFR because there were no spectators.

A few days later, I received notification from Garmin that sporting TFRs were not appearing in the Garmin Pilot application due to an issue with Garmin's data supplier related to COVID-19.

I felt this report was prudent since even prior to COVID-19, these sporting TFRs were already difficult to find. During the COVID-19 pandemic, they are even more difficult to find since the typical data sources may or may not accurately display them.

To help avoid any issues with these TFRs in the future. I have joined a local industry group who among other services, provides notifications to pilots about sporting TFRs and other TFRs. I will also be reviewing local teams' schedules directly in addition to using the 3rd party EFB applications.

## Synopsis

Pilot reported confusion on whether a sporting TFR is in effect during the COVID-19 Pandemic when spectators are not allowed at the game.



ACN: 1755169

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1755169

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Gate Agent / CSR

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Received a message that there was [a] "little kid won't wear his mask." I approached the parent and asked her "How old is he"? She replied "X". Gate Agent allowed kid to board

without PPE on. After informing the parent that the child is required to wear a mask, parent said she could not get him to wear it. The Gate agent should not have allowed passenger to board the aircraft, causing our delay.

## Synopsis

Flight attendant reported a child who refused to wear a face mask was allowed to board the aircraft causing a delay.

ACN: 1755162

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1755162

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1755163

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Gate Agent / CSR  
When Detected : Pre-flight  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

Myself and the FA A arrived to the gate in ZZZ for our departure Flight ABC to ZZZ1 where we would meet the [rest of] crew for the flight. When arriving we noticed the customer service having a hefty conversation with what I had assumed was a passenger for Flight ABC.

Another agent checked the crew in for boarding, whom mentioned she would be controlling and boarding the flight. She continued by stating she wasn't aware with what the agent at the counter was dealing with, but would find out more. A short time after myself and the additional crew boarded, customer service advised us "we now have a passenger who cannot wear a mask on our flight due to medical reasons." We all asked if there was evidence to support her statement. He replied that she did not and also stated he asked for support from his leads whom told him the passenger did not need any.

At this time the crew and I asked for inflight supervisors to come to the aircraft. I continued to research the latest inflight documents and COVID-19 requirements. We as a crew were aware that a document stating passengers were required to have proof of exemption to wear a mask. As the aircraft continued to fill up for boarding the A FA and D FA remained in the forward galley speaking to inflight Supervisor.

When I approached the forward galley area, Supervisor A asked me how [I was] inward feeling. My response was that "I don't feel comfortable having a passenger on board the aircraft who states they can't wear a mask." Supervisor A stated that I had the opportunity to call crew scheduling to call out of the trip if I didn't feel comfortable. I replied that that wasn't a favorable option. I would then have to call in sick when not sick, affecting my attendance, and then find my own way home from ZZZ.

At this time we decided to continue to fly due to not having many options other than to do so. I still wasn't comfortable having interactions with the passenger so the D FA AND myself, B FA, switch positions for the duration of the flight. We re-briefed with the crew and continued the flight.

I'm still extremely upset that there was no company or management support for a passenger who claimed to have a medical condition but no proof. Passengers must wear mask or not fly regardless of medical conditions.

## Narrative: 2

Upon arrival at the gate, I saw an interaction between the gate agent and a passenger. We presumed that whatever the issue might be that it would be pertinent to our flight. The crew and I then inquired with the agent who then informed the crew that a passenger had notified him that she cannot wear a mask. We asked him if she had a note from a medical professional indicating that she was safe and well enough to fly and was indeed exempt because at this point we had no indicators on our manifest of such an exemption. He said no. We requested a Supervisor and interacted with two, one of which was Supervisor A. The crew told Supervisor A and the other Supervisor that we did not feel safe a number of times, and every time it was dismissed. We were told by both supervisors that asking for a note would violate Health Information Privacy and Accountability Act (HIPAA). From my understanding, one is allowed to ask for documentation for a mask exemption. HIPAA is not applicable as it only applies to people with access to medical records. Individuals cannot cite that law when refusing to disclose a request for medical exemption as a customer. This was also ignored by supervisors. We searched for supporting facts and our attempts were met with disdain and followed by opinions and lies. Finally, After coming to the realization that management was not going to protect us, I inquired with Supervisor A as to what our recourse was. Supervisor A happily told me that airline has plenty of options in the event that we did not feel safe. The first option would be to call in sick. The second option would be, to put it in her words, "That's what leaves are for." To clarify, a Supervisor instructed me to lie to the company and tell them that I am unwell when I am not sick, and left to find my own accommodations or way home in a different state in which I didn't live. Option two in my opinion was inappropriate and irresponsible for Supervisor A to say so casually, as if we did not have families to support or a need for a roof over our heads. I found this comment disheartening and we felt like we had no options left but to work. Supervisor A then continued to tell me that because I was working in the forward cabin that I would have minimal exposure and would be fine, completely disregarding any concern for the well being of the three other crew members in that aircraft. Not only was this disrespectful and unprofessional, but it was also incorrect. Social distancing is almost impossible within crews. We have duties to fulfill including briefing, pilot breaks, cabin service, and emergencies as well as shuttle rides to and from airports that would require a close proximity to one another. I was particularly angered by this reasoning because if a medical or cabin safety issue should arise, management's statement takes the assumption that I would deny my responsibility as the medic, police, and fire personnel on board because of an imaginary line segmenting responsibilities within cabin crew positions. As these conversations were happening I requested Medical and was never patched. I cannot accept this situation because I care about my job, my family, and other people that it could affect by this carelessness. Changes in policies that concretely state protections for FA's, hazard pay, and better alternatives than calling in sick or taking leave.

## Synopsis

Flight attendants reported a passenger was allowed to fly without wearing a face mask due to a self-reported medical condition.

ACN: 1755153

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1755153

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Cleaners radioed "cleaners off" when in fact they were not off the plane. They were still in the back of the aircraft, so they started boarding with cleaners still on. Passengers had to tuck into the row in first class to let them by. Also cleaners stated "Sorry we don't have a vacuum," so no vacuuming was done on aircraft before it was boarded with new passengers.

Passengers were within inches of the cleaners and no social distancing protocol was adhered to as they were co-mingling getting the cleaners off while passengers were boarding.

Do not board until it is verified that the cleaners are off. The agents did not ask the crew that cleaners were off, just the standard cabin temp on? They went by the cleaners saying they were off (when they were not).

## Synopsis

Flight Attendant reported that a call was made that the cleaners were off the aircraft when they actually were not. Passengers were allowed on and had to duck into rows to allow the cleaning crew off the aircraft.

ACN: 1755144

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1755144

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Company Policy



Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

### Narrative: 1

Probably about 15 passengers were not wearing their masks correctly over their nose and mouth during boarding and during the flight. They would comply briefly then take them down. State X is a COVID hot spot and I feel like the safety of complying customers and crew is compromised with them not following CDC guidelines.

We made announcements and is what we were supposed to. We reminded the passengers. Other guests were upset as they wanted to be safe and were not. We need a hard line of compliance. No mask or a mask purposely worn incorrectly needs to not fly until the pandemic is over. Any medical reasons need to be addressed before boarding and by medlink.

### Synopsis

Flight attendant reported several passengers not properly wearing face masks.

ACN: 1755142

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1755142

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger refuses to wear a mask. She boarded in one and was also wearing it during compliance. She refuses to comply after being asked by both me and the D Flight Attendant. She says she can't wear them for a long period of time. I kindly reminded her it

is part of the agreement by choosing to fly in these times, but she refuses.

It is unsafe for those around her and us, as crew, who continually have to stop by her row when she rings her call light. Since this is a matter of safety and the well-being of both passengers and employees in an unprecedented global pandemic, a medical exemption should require a medical clearance from a doctor, as well as a negative COVID test within 72 hours of flying with us.

## Synopsis

Flight Attendant reported a passenger refused to wear a face mask during flight.

ACN: 1755037

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1755037

Human Factors : Situational Awareness

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1755038

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL

Detector.Person : Other Person

When Detected.Other  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

### Narrative: 1

Fuel Door verification procedures were not accomplished. On the day prior to this trip, we had flown Flight ABCB ZZZ to ZZZZ in which we had accomplished the Fuel Door verification procedure. Upon departure at ZZZZ we were taking the exact aircraft we'd flown in. We'd ferried fuel in the day before and assumed that we would not require the verification procedure because we figured the fuel door would not have been opened. We misunderstood that the requirement was for all flights, regardless of any extenuating circumstances.

Closer attention to detail in reviewing recent policy and procedure changes, especially after a long layoff.

### Narrative: 2

Did not submit Fuel Door verification pre-departure in ZZZZ due to no fuel added. Operated Flight ABCB day prior ZZZ-ZZZZ, complied with MEL requirement departing ZZZ. Due to no fuel added and dispatching with fuel as onboard did not believe it was necessary to submit Fuel Door verification.

I directed the fueler not to open the fuel panel so as to not have to submit fuel form and meet the MEL requirement. Believed this to be unnecessary.

Nearly all operations with this type aircraft require fuel to be added. Would be helpful to describe this procedure to highlight these circumstances where fuel is not added.

## Synopsis

Air carrier flight crew reported not filling out Fuel Door verification paperwork because they thought it wasn't necessary.

ACN: 1755020

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Route In Use.STAR : ZZZZZ

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

ASRS Report Number.Accession Number : 1755020

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

We were cleared to descend via the ZZZZZ Arrival (I cannot remember if they said landing North or South). At the time the ATIS reported landing south. Runways XXC and XXR were in use for landing. We planned on landing XXC. We swapped over to Approach (not sure if FO checked in with our ATIS) and approach did not say a new ATIS was out or what direction of landing was being used. Time was about XA:00Z. A few minutes later we made

the turn to the north going to ZZZZZ1. After another two or three minutes Approach informed us we were flying the wrong way, they were landing north now, and gave us a turn back to the southwest heading 210. We reset and briefed landing [Runway] YC. Everything else was fine.

I was focusing on flying the arrival. FO was familiarizing himself with the airport, I think he said he has never been there before. Both of us went nearly four months without flying. We didn't check for a new ATIS at the top of the hour.

## Synopsis

Air carrier Captain reported making a wrong turn on an arrival, but corrected soon after Approach Control pointed out the error.

ACN: 1755002

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 1500

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Fractional

Make Model Name : Medium Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class C : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying



Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1755002  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Training / Qualification

## Events

Anomaly.Conflict : Ground Conflict, Less Severe  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

Several factors lead to an initial bank in the wrong direction after takeoff. The PM and ATC caught it immediately almost simultaneously. No true heading deviation occurred, but it is a good lesson in multiple distractions. Factor 1: due to reduced COVID operations and initial training on another type, this was only my third day flying X aircraft type in the last three months. The PM is new to the type and similarly short on recency. Factor 2: this was our department's first flight with a new checklist revision, created due to the manufacturer's addition of a new step to transfer bleeds from the APU to the engines during taxi. The PM and I discussed the timing of the transfer in depth during the preflight, and how its placement in our new checklist was in fact not ideal. If a long delay is taken at the runway, the crew would elect to hold the checklist at the bleed transfer. They would then be required to complete 13 items between receiving a takeoff clearance and the takeoff roll. Factor 3: we planned to depart [Runway] XXL, and I briefed a left turn. I also briefed an immediate left turn to land [Runway] XYZ in the event of smoke/fire in the cockpit or cabin. The airport turned just as we called for taxi, and Ground assigned us XYZ for departure. We re-briefed the departure during taxi. The initial turn would be to the right, but I elected to brief an emergency return with a left pattern to XYZ for the sake of my own visibility. Factor 4: As we sat at the hold short awaiting our takeoff clearance with Aircraft Y opposite us, I noticed that the Environmental Control System (ECS) was supplying a much higher temperature to the cabin than was requested, and we began to discuss. Factor 5: As we were discussing the ECS (with the checklist held at 13 items to go), the Local Controller issued a takeoff clearance to "Aircraft X." The aircraft opposite us, Aircraft Y, took the clearance and began to move toward the runway. Tower quickly stopped Aircraft Y and reissued the takeoff clearance to us, Aircraft X, with a right turn to the east. We accepted the takeoff clearance and began moving onto the runway as we finished the remainder of our checklist items and flows. During this time I was focused on ensuring we got through the checklist thoroughly and reminded the PM to complete an item that was missed on his flow. Again, he is relatively new to the type and the low pace

of operations means he has had very little opportunity to fly the airplane. With all of that completed we departed. Upon reaching 1,500 feet I banked the airplane to the left. The PM called out "right turn" and Tower transmitted the same to us almost immediately thereafter. I corrected the bank back to the right and the flight continued uneventfully.

There were a litany of factors that lead to my error in handling the airplane, but the overriding lesson is one in managing cockpit distraction and continued vigilance in the low paced COVID operational environment. Also, I should have considered briefing a right turn in the event of an immediate return, as I had briefed a left turn for all three other scenarios (XXL departure, XXL emergency return, XYC emergency return). I lost situational awareness due to multiple internal and external distractions and my brain just said go left.

## Synopsis

Air carrier Captain reported turning right instead of left on departure. ATC and First Officer immediately pointed out the error and heading was corrected.

ACN: 1755001

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1755001

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance

Detector.Person : Flight Crew

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

We failed to switch to Tower Controller and get a landing clearance. Lack of recent flying experience, my 2nd leg after 3 months off. Fatigue due to not getting much sleep in before red eye flight. Lack of recent flying by non flying pilot as well. Slam dunk approach by Controller, task saturated. I needed the gear and flaps out and was asking for them at the same time the Controller was switching us to Tower.

I don't recall the Approach Controller asking us a second time to switch to Tower, the Tower said later when we called them that they tried us on guard (I did have it tuned and up a little bit, surprised I didn't hear it) and did light signals but didn't mention calling Approach Control and asking them to tell us to go to Tower again. The other thing is tough, I know why the pilot flying doesn't do the flaps and gear himself, but in this case my asking for them right after the non flying pilot read back instructions to switch to Tower I think caused him forget to switch over and check in. Lastly, it's pretty ingrained in me to call out "landing" before touching down, but going forward I'm going to be less concerned about saying the word and concerned with the 3 things we need to land.

## Synopsis

Air carrier First Officer reported landing without a clearance.

ACN: 1754998

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1754998

Human Factors : Distraction

Human Factors : Training / Qualification

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1754996

Human Factors : Distraction

Human Factors : Training / Qualification

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight  
Result.Flight Crew : Rejected Takeoff

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Aircraft

## Narrative: 1

Crew rejected the takeoff due to FLEX not set Caution Advisory during the takeoff roll. At initial thrust setting the #1 thrust lever would not seat properly in the FLEX Detent. CA adjusted the thrust lever and got proper indication that FLEX was set properly, FO made the FLEX Set call out. After accelerating through 80 knots the crew received a caution advisory that the thrust was not set, CA initiated a reject in response to the caution advisory. Crew returned to the gate for follow-up maintenance.

After having reduced flying due to a limited flight schedule, there is a higher potential for errors, therefore as Captain, I decided to take a more cautious approach and rejected the takeoff.

Suggestions - Place more of an emphasis on rejected takeoff considerations during crew brief.

## Narrative: 2

[Report Narrative contained no additional information.]

## Synopsis

Air carrier flight crew reported a rejected takeoff due to a thrust setting caution advisory.

ACN: 1754995

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1754995

Human Factors : Training / Qualification

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1754997

Human Factors : Situational Awareness

Human Factors : Training / Qualification

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was Pilot Flying. I believe we were "leading the pack" of airplanes to ZZZ. Approach encouraged us to keep our speed up. While trying to comply and also trying to find the field for our night visual approach, I allowed those two concerns to distract me from preparing properly for the approach. While configured, I found myself higher and faster than I was used to. We did descend and slow down. I do not believe we exceeded any of the criteria for a stable approach. The final approach and landing were stable and uneventful. There were no ATC communications other than the standard Tower clearances. Taxi in was also uneventful.

I feel there were several factors which contributed. First my priorities were mis-managed. I was concerned with keeping my speed up, when we received a shortcut (Direct ZZZZZ) , I was slow to recognize that I needed to slow. Second, while in March I was flying FO regularly, this was my fourth landing in four and a half months, and my first night visual in likely 6 months. I believe if I had recognized earlier the need to slow down it would have resolved any issues. I was rested and prepared for the flight, but allowed myself to be distracted by ATC requests. In the future, I will be more conservative especially at night. Lesson learned but I write this so that others losing currency to COVID might be aware of potential pitfalls.

Be Conservative. Knowing that I have not flown FO as often as I would like, I feel it is imperative to be conservative and to recognize that night flying requires even more attention.

## Narrative: 2

Cleared Direct ZZZZZ visual approaches in use, close to Dusk, FO Pilot Flying, on final, was a little high at ZZZZZ1, and possibly descended slightly greater than 2,000 FPM at Below 2,000 feet, but stable at 1,000 feet and 500 feet, normal landing.

FO and myself not much recent flying experience due to COVOD-19, dusk turning dark not able to see runway clearly to accept visual approach, ATC kept us slightly higher than normal because had not called the field in sight.

Due to lack of recent flight currency, a good idea would [be] to reiterate to crew and in the approach briefing that you haven't flown in a while and for the PM to be on alert with increased vigilance.

## Synopsis



Air carrier flight crew reported being high and fast as they were "leading the pack" during a visual approach. The crew cited lack of flying and pressure to maintain their speed to not hold up other aircraft behind as contributing factors.

ACN: 1754918

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 270

Relative Position.Distance.Nautical Miles : 8

Altitude.MSL.Single Value : 1800

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 12000

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Route In Use : None

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 9500

Experience.Flight Crew.Last 90 Days : 3

Experience.Flight Crew.Type : 1530

ASRS Report Number.Accession Number : 1754918

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

Human Factors : Distraction

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Flight Crew : Exited Penetrated Airspace

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Months with no flying activity due to COVID-19. VFR departure from Runway XX at home non-towered airport. Climbing and turning northwest to clear airport ZZZ. Looking for traffic. Checking ADS-B traffic display. Altitude alert set for 1,500 feet MSL to stay below Class B airspace of 1,700 feet. Scanned instruments in turn and switching frequency to departure when I noticed altitude at 1,900 feet MSL. Immediately descended and made check in call to Departure.

Procedural skills were rusty from inactivity.

## Synopsis

Small aircraft pilot reported an airspace violation due to rusty flying skills after a long absence from flying during COVID-19.

ACN: 1754889

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Phase : Parked

## Component

Aircraft Component : Oxygen System/Crew

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Airframe

Qualification.Maintenance : Powerplant

ASRS Report Number.Accession Number : 1754889

Human Factors : Fatigue

Human Factors : Distraction

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I became aware by aircraft mechanics that another mechanic in the line, had to rework the crew oxygen bottle. After reading the documentation, I remembered that I did not complete my operations check tasks. This was due to a distraction by my work partner

that needed immediate help with another task in the cabin (Lavatories). I know for sure this [was] a contributing factor of me not completing the task outlined and required per the maintenance manual. I was new doing this task and also having many stresses from possible layoffs.

Complete task prior to engaging in another task. Pay more attention in the future. A confirmation check by another mechanic would be adequate for this task.

## Synopsis

Aircraft mechanic reported not completing an operations check due to distractions from other tasks.

ACN: 1754883

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1754883

Human Factors : Communication Breakdown

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While passengers were boarding Passenger X assigned to seat XX3 did not have a mask on. The Gate Agent had not briefed the flight attendants on any exemptions, so I looked on EFB and just saw an Infant in XX3. I asked the Forward FA to ask the Gate Agent who was standing in the galley if we had any late exemptions and he advised no. Gate Agent came to back of plane to talk to Passenger X and advised him he would have to wear a mask since there was not an exemption. Passenger X advised he had gotten an exemption in ZZZ1 on way to ZZZ and showed a boarding pass that in ink was written exemption from mask but we had no idea who wrote it. Passenger X then pulled out a letter that only stated he was disabled and that he gets paid a certain amount. Gate Agent was advising it was OK with him for Passenger X to go, but I said no we need to talk to the Captain in regards to this. We went to the Captain who made a phone call and was told passenger would need to get an exemption for our flight. The Gate Agent at that time went to gate to meet a Supervisor and see if anything was in the record. When he came back suddenly there was a record for the passenger with the exemption of taking mask off for XX minute intervals. I then looked at my EFB and now it showed a wheelchair where the infant had been and the infant moved to XX4. We closed up after advising Passenger X of the exemption and the XX minutes only. During the 2 hour 30 minute flight we had to tell Passenger X at least 4 times that he had to put mask on and when he did we had to tell him over his nose and mouth not just his chin. Passenger also had a very disruptive 2 yr old as well, that was coughing and sneezing and Passenger X advised us his children gave him high anxiety and that was why he could not wear mask.

Passenger X's total disregard of mask rule and even though he got [an] exemption to take mask off for XX minute intervals he did not follow the exemption.

## Synopsis

Flight Attendant reported a passenger would not comply with the face mask policy even though the passenger had a special exemption to take it off for periods at a time.

ACN: 1754841

## Time / Day

Date : 202008

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Dispatch : Dispatcher  
Qualification.Dispatch : Dispatcher  
ASRS Report Number.Accession Number : 1754841  
Human Factors : Distraction  
Human Factors : Time Pressure  
Human Factors : Workload  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Dispatch  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

Flight was dispatched with an illegal alternate. ZZZ airport was used, but ZZZ VOR was [out of service] at the time it was needed, therefore I should not have used it.

On this day, all of the desks were heavy on flights. I made mention to our management along with another coworker we needed to add more people on [X day of the week] as there were too many flights and not enough dispatchers to handle the workload. Management is looking at the schedule and adding manning. This desk had several added flights as well [due to] Center shutdown for a COVID cleaning and I had flights in the air that had to be coordinated with the closing. This type of flight was not usually on this desk, and it was right in the middle of everything else I was doing. I totally overlooked the VOR being OTS.



Suggestions - More people on shift with reduced flight workload. In the last 7 days when I have been working, I have had more flights than I can remember and it's been different sectors. Coupled with bad weather, trying to flight follow, which is nearly impossible. The company is setting us up to fail. Any hiccup on the desk with a maintenance issue, or delay that requires attention and you are sunk on trying to get anything done on time.

## Synopsis

Dispatcher reported using an illegal airport as an alternate. The Dispatcher reported another operations center was closed for COVID-19 sanitizing. This had increased the workload for the Dispatcher and contributed to the event.

ACN: 1754828

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1754828

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

After landing and clearing Runway XXR at ZZZ we discovered comm 1 radio was still selected to Approach Control with ZZZ Tower frequency in the pre-select window. On change over to Tower we were cleared to gate XX, and asked to call the Tower. I was informed that we were given a green light from the Tower and they attempted to contact us on guard. We did not see the Tower light signal and didn't hear them call on guard. I was told everything was fine and they just wanted to know that we were on the same page. I apologized and thanked them.

1. We were in the midst of slowing the aircraft in order to achieve a stabilized approach and I must have become distracted as the call to change to Tower happened at the same time.
2. I should have had the radio volume set higher for comm 2.
3. End of a trans-con red-eye.
4. Both pilots have had minimal recent flying over the last few months.

More vigilance in monitoring guard frequency. Positively confirm landing (and takeoff) clearances with other pilot.

## Synopsis

Air carrier Captain reported landing without a landing clearance.

ACN: 1754821

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Parked

Route In Use : Direct

Airspace.Class B : ZZZ

## Component : 1

Aircraft Component : Fuel System

Aircraft Reference : X

Problem : Improperly Operated

## Component : 2

Aircraft Component : Airframe

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1754821

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I arrived at the gate for my flight. I noticed that there were numerous items in the logbook. These items required extensive review and actions that needed to be achieved. These items distracted me from my normal preflight sequence. As the Captain returned to the flight deck, we both went over the MEL items. He thoroughly reviewed the logbook and signed it. As I am very new on the plane with only 55 hours in the last 6 months, I concentrated on my expanded checklist as well as the aircraft internal checklist to accomplish the preflight. It was at this time I must have over looked the new entry "FUEL DOOR CYCLE FORM REC."

Cause - There were multiple write ups [and a] new [fuel door] procedure.

## Synopsis

Air carrier First Officer reported missing a logbook entry involving a new procedure. Lack of flying was cited as a contributing factor.

ACN: 1754761

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 9

ASRS Report Number.Accession Number : 1754761

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Detector.Person : Air Traffic Control

When Detected : In-flight

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

Was forced to work Local Center, Local East, and City combined this afternoon with busy arrivals and multiple VFR aircraft. Taxiway [X] requires a back taxi for departing aircraft in our south configuration. Multiple aircraft lined up waiting to back taxi. And multiple VFR and IFR aircraft arriving. I had to time up the back taxi, hoping for no confusion, while

working three different frequency with near constant congestion. I requested extra spacing to Runway XX and did not get it. I also had multiple arrivals to Runway YYL and VFR traffic on the Tower radar position. I was totally task saturated and counting on everything to go right as there was no way I could scan the multiple situations happening at the same time.

Management knows that this type of situation has become common place with our limited staffing. And yet, they refuse to meter in arrivals to provide spacing. Even when directly requested by a Controller. The confusion on frequency is pretty high as I can't respond to many of the aircraft on a timely basis. We are expected to do our best and really it's just a hope that something really ugly doesn't happen. I continue to submit these reports because I want it documented that there were warning signs before an incident happens. We have tried to mitigate some of the complexity by limiting VFR services in the Bravo airspace. But there is still a lot of congestion because they are constantly calling in for requests. These measures are not nearly enough when we still have multiple aircraft that need to back taxi on Runway XX and a constant stream of arrivals. I see it as a safety priority to slow the arrival rate, but it appears airline schedules are more important. I was fortunate to not have a go-around (despite multiple close calls) during this session, but there is very little protection right now for unexpected events. I feel completely beat down this week. The attitude right now in our facility is every man for himself.

## Synopsis

Tower Controller working combined positions described safety of flight concerns due to added workload issues.

ACN: 1754722

## Time / Day

Date : 202008  
Local Time Of Day : 0601-1200

## Place

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

## Environment

Flight Conditions : VMC  
Weather Elements / Visibility.Visibility : 10  
Light : Daylight  
Ceiling : CLR  
RVR.Single Value : 10000

## Aircraft

Reference : X  
ATC / Advisory.UNICOM : ZZZ  
Aircraft Operator : Personal  
Make Model Name : Small Aircraft  
Crew Size.Number Of Crew : 1  
Operating Under FAR Part : Part 91  
Flight Plan : None  
Mission : Personal  
Flight Phase : Takeoff / Launch  
Route In Use : None

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Personal  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Single Pilot  
Qualification.Flight Crew : Flight Instructor  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 2246  
Experience.Flight Crew.Last 90 Days : 7  
Experience.Flight Crew.Type : 1430  
ASRS Report Number.Accession Number : 1754722  
Human Factors : Confusion  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented



## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Airport

## Narrative: 1

A beautiful morning for a solo sightseeing flight. I haven't flown much the past few months because of the pandemic. The flight was to go to a couple of nearby airports for a full stop landing then home to run the airplane but also maintain 90 day currency. Upon arrival at ZZZ winds were calm so any of the two runways would be suitable. Another aircraft was in the pattern for Runway XX so I joined the downwind for XX behind that aircraft. On final I noticed that the runway markings on XX were unreadable from the air, apparently they haven't been maintained for some time. The aircraft ahead of me had rolled to a stop on the runway and I was considering a go-around when they began to move and turned off at a taxiway intersection. I continued the approach and landing which was uneventful. I followed the preceding aircraft down the parallel taxiway and we both stopped with him at the hold short lines and me some distance behind him. The hold short lines are some distance from the actual end of the taxiway for XX because Runway Y starts at that point but does not intersect XX. The aircraft in front of me made his departure radio call then proceeded to taxi to the end of XX and began his takeoff roll. I waited at the hold short lines on the parallel taxiway until he lifted off and then cleared the area visually, made my departure radio call and also taxied to the end of XX and began my takeoff roll. During my takeoff roll I noticed a faint arrow head marking that appeared to be a faded yellow. At that point I realized I had started my takeoff roll on the safety area of a displaced threshold. I have only landed at ZZZ a handful of times in all the years I've been flying and each time it has been on Runway Y which is the primary runway for this airport. In retrospect my lack of preflight planning in regards to familiarizing myself with ALL the runways at this airport and also playing follow the leader with the aircraft ahead of me lead me in to a false sense of security. The factors of this event are as follows. Virtually unreadable runway markings. My poor preflight planning, just doing what the airplane was doing in front of me without thinking for myself resulting in poor situational awareness. My concentration on the aircraft ahead of me during the landing and poor runway marking visibility causing me to not see the displaced threshold upon landing. (Again, this would not have been an issue had I better familiarized myself with this runway during preflight planning.) My original plan was to use Runway ZZ but adjusted at the last minute because of other traffic. Lesson learned! Make sure you are familiar with ALL the runways at your destination in all aspects not just runway length.

## Synopsis

GA pilot reported, after not flying in the last several months due to COVID-19, unintentionally landed and departed on a Displaced Threshold at the destination airport. Pilot reported rusty preflight procedures, runway markings that have not been maintained and are difficult to see contributed to the event.

ACN: 1754706

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1754706

Human Factors : Situational Awareness

Human Factors : Workload

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : Taxi

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger in XX2 was asked 4 times to have his mask on. Passenger in YY1 told XX2 to hold a bottle of water, use it as an excuse enabling him to keep talking to YY5. [Passenger] YY1 then pulled his mask off and pretended to be drinking through the flight. During final approach he was again asked to put face mask on and he did not comply. He proceeded to eat something just to keep himself from wearing the mask. [Passengers] YY5 and YY1 would not comply with the seatbelt PA during turbulence and taxi-in. Both passengers YY1 and XX2 were standing up during taxi. Both were ask to take their seats and they did, but not properly.

## Synopsis

Flight Attendant reported the misconduct of a group of passengers during the flight regarding compliance with face mask policy.

ACN: 1754702

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1754702

Human Factors : Confusion

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We boarded through the 1L door. FA A did not allow passengers to pass through the forward galley during boarding to expedite the boarding process. FA B tried his best to direct traffic at the 1L door. Due to FA A blocking traffic from coming through the forward galley passengers were only able to get to their seat using the aircraft left aisle until they reached the mid galley. This caused a delay for departure. We still had bags out and overhead bins open when the FA A made the PA that the boarding door had been closed, and to arm our doors. I ran forward and told her we were still getting bags put away, and still had open overhead bins. She stated the agent had closed the door. I stated that she should have told them we were not ready to close the boarding door. After that, all FAs armed doors and tried to get all bags and overhead bins taken care of as quickly as possible. We then felt ground movement. I looked out of the window. We had started moving backwards. We had not received an All Call, and we were still trying to get all bags stowed and overhead bins closed. I (FA C) grabbed the phone at my jumpseat and made an All Call. The FA A hung up the phone almost as soon as she answered. She simply stated her name. I stated my name and that I initiated an All Call since she had not and we were pushing back. Note that this also means she had closed the flight deck door. If the flight deck door was closed then the flight deck must have thought we were seated and stowed, when in fact we were not. After she answered her phone and stated her name, and I stated I had started the All Call, she hung up. The rest of us proceeded with stating our doors had been armed and cross checked. My phone then rang. I answered the phone stating my name. FA A stated she was now performing the All Call. I stated we had just done the All Call. She then hung up her phone. FA A also would not make the COVID-19/mask announcement. FA D made the required PA. FA A had stated to FA E that she knew one of us (FA D or myself) would make it, since she was not going to make it. We did not know she was not going to make the PA and waited until he made the decision to just make the PA since we were not hearing it being made by her.

The FA A needs to be spoken to about the FARs that were violated, as well as procedures that MUST be followed. This created a very chaotic and potentially hazardous environment for all on board. Passengers and crew.

## Synopsis

Flight Attendant reported communication and procedural issues experienced with another Flight Attendant.

ACN: 1754699

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : GPS  
Flight Phase : Taxi

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Cabin Jumpseat  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1754699  
Human Factors : Situational Awareness  
Human Factors : Other / Unknown

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

I was flying C [position] and taking off in [seat] X4. The lady in Y4, who was a through passenger, had started coughing and sniffing profusely after pushback and during the safety demo. I didn't feel comfortable moving her or the passenger in X3 as they were both wheelchair passengers and we had begun surface movement. In these heightened times of COVID, I did not feel comfortable sitting directly in front of her, nor rejoining the A [Flight Attendant] in the jumpseat for takeoff and landing. I chose to protect myself and take off in X6 for this flight only, knowing they were deplaning in ZZZ1.

## Synopsis

Flight Attendant reported changing seats during takeoff and landing in order to stay a safe distance from a passenger who appeared ill.

ACN: 1754697

## Time / Day

Date : 202008

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Cabin Activity : Safety Related Duties  
Cabin Activity : Deplaning  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1754697  
Human Factors : Situational Awareness  
Human Factors : Workload  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

When we began our inflight service, I walked through the cabin offering snacks. I noticed a passenger not wearing his mask properly. The mask was only covering his mouth. I reminded him to wear his mask so that it covered both his nose and mouth. He shook his head no and continued reading his book. I asked him again to adjust his mask and he



said, "I'm not going to wear my mask like that for the next two hours." I reminded him that he had agreed to wear a mask when he checked in for his flight. He then adjusted the mask so that it covered both his nose and mouth.

After finishing snack service, I went to the forward galley to share with the A and C Flight Attendants about my interaction with the passenger. The A FA said she also had to ask him to put his mask on during the final walk-through just before takeoff. We decided that if he had to be asked a third time to wear his mask properly, we would contact the pilots and request a Customer Service Supervisor to meet the aircraft in ZZZ1.

As I returned to the aft galley and passed the passenger's row, I noticed his mask was once again only covering his mouth. I tried to get his attention, but he would not look up from his book. I stated that his mask needed to cover both his nose and mouth and asked if he was going to comply. Again, he would not look up from his book or verbally respond.

I continued back to the aft galley and shared with the B FA about the interactions with the passenger and then called the pilots to inform them of the situation and to request a Customer Service Supervisor to meet the aircraft in ZZZ1.

A few minutes later, another passenger who was seated in the row directly in front of him walked back to the aft galley. She had observed/heard my interactions with the passenger and was very unsettled by his noncompliance. I apologized for the situation and invited her to relocate to an empty row toward the back of the aircraft.

During our final descent into ZZZ1, we secured the cabin and I again noticed the passenger wearing his mask improperly, but did not make any attempts to communicate with him about it. The C FA and I swapped positions so I would have an opportunity to speak with the Customer Service Supervisor in the jetbridge before the passenger deplaned. Once the passenger deplaned, the Customer Service Supervisor accompanied him up the jetbridge.

## Synopsis

Flight Attendant reported a passenger was asked several times to comply with the face mask policy during the flight. The passenger did not comply and was met on arrival by a Customer Service Supervisor.

ACN: 1754589

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 1300

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Route In Use : Visual Approach

## Component

Aircraft Component : Flap/Slat Control System

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 20.6

ASRS Report Number.Accession Number : 1754589

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Ground Conflict, Less Severe  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
When Detected : In-flight  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Aircraft

## Narrative: 1

Aircraft X was arriving to Runway XX Left with multiple arrivals to both XX Left and XX Right. We were XX/XY Right Turns due to the wind strong out of the Southwest. Air speeds on final were very consistent the whole session until Aircraft X was coming in. The aircraft was at a 3 mile final showing 1,300 and 170 knots. I said out loud to the FLM, who was about 6 feet to my right monitoring, that Aircraft X was usually high and fast. I had no traffic conflicts if they were to go-around, so I watched them. At about a 2 mile final they were 1,100 and 160 knots and appeared to have leveled off. I waited for them to tell me they were going around, and when they did I assigned runway heading and 3,000. They read back the altitude only. I waited a few seconds to let them get a positive rate and stable climb, then confirmed to fly runway heading for vector final approach course. They read it back. I cleared Aircraft Y to cross Runway 28 Left at Tango, since Aircraft X was going around. I handed Aircraft X's target off to TRACON and waited until Aircraft X neared 3,000. To confirm the reason too high, too fast for the go around. They said a flap issue. I confirmed they would need no assistance, just to run a checklist. They confirmed no assistance required and confirmed needing to run their checklist. I told them to stand by while I told TRACON. I coordinated with CI-1 the reason for the go-around. As I was coordinating, Aircraft Y called to confirm cross Runway 28 Left at Tango. I confirmed they were cleared to cross, as they had stopped over the hold short line. I assume there must have been confusion on the flight deck, especially with all of the Aircraft X communication going on. I then shipped Aircraft X to Departure.

About 5 minutes later the aircraft showed up on the scope left downswing and the FLM confirmed with TRACON no assistance. The aircraft landed a short time later.

The only thing I would suggest is advising sooner about the flap issue, however with the lighter traffic during this pandemic, it really was no problem. As far as Aircraft Y goes, strange times call for a greater degree of diligence, and they asked to confirm as they should of there is a question; just make sure to hold short first if they are going to pause to ask. Had they not been cleared it would have been a Runway Incursion at that point.

## Synopsis

Tower Controller reported a flight crew had to go-around after being high and fast due to a reported flap problem.

ACN: 1754588

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Route In Use.Other

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Flight Phase : Cruise

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 9

ASRS Report Number.Accession Number : 1754588

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Automation : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

I was working the Local Control East and West position combined, south operation, landing Runway XXR and Runway YYL, departing Runway XXR and Runway YYR. Aircraft X checked in on final approach to Runway XXR and was cleared to land. I continued with the duties required of me at the time when the conflict alert alarmed. I processed the information as quickly as I could (overlapping tags), then immediately began to issue traffic while realizing the conflicting aircraft had passed east of my traffic.

Keep a SUP/CIC in the Tower not combined with any other position to help scan the movement areas and assist as needed. Although, we are working half the traffic that we are accustomed to, complexity is added due to the combining of positions, runway, and taxiway closures, numerous vehicle calls due to airport construction. Due to the global pandemic we are already working short staffed, so I would not recommend taking a needed body off a crew to accommodate leave on another shift.

## Synopsis

Tower Controller reported an airborne conflict between an IFR arrival and a VFR aircraft while working combined Local positions.

ACN: 1754544

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 3200

Experience.Flight Crew.Last 90 Days : 25

Experience.Flight Crew.Type : 500

ASRS Report Number.Accession Number : 1754544

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Operated an aircraft with an expired medical. With COVID 19 causing the FAA to extend a grace period I knew I had time to get it scheduled when things opened back up. I had scheduled an appointment that got canceled. I heard that the FAA had extended the grace period again into August, upon further investigation I believe that info was incorrect. Immediately realizing the issue I scheduled my medical and completed it promptly. The confusion of the FAA dates and crazy schedules with the COVID closures and a hectic work schedule contributed to this oversight. I will stay more focused on the situation in the future to make sure I do not operate an aircraft with an expired medical.

## Synopsis

Pilot reported flying an aircraft with an expired medical certificate.

ACN: 1754520

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1754520

Human Factors : Training / Qualification

Human Factors : Confusion

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Other Person

When Detected : Routine Inspection

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

We were tasked with aircraft outside to remove bagging, covers from Aircraft X, and accomplish APU and engine run prior to docking in hangar. Removal of bagging from AOA vanes pitot probes covers and RAT probes bagging, engine APU pack inlet outlet covers were accomplished outside and according to job card and stamped prior to docking aircraft in Hangar. During its time in hangar the FAA questioned why pitot covers were now installed on probes and sensors.



Once the aircraft is docked in Hangar a docking/undocking card should have been issued. This card requires installing covers on probes and sensors with the removal, undocking portion of card removing covers on probes.

## Synopsis

Technician reported the FAA questioned why pitot covers were now installed on probes and sensors with the aircraft being in a hanger.

ACN: 1754513

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Mission : Ferry / Re-Positioning

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Airframe

Qualification.Maintenance : Powerplant

ASRS Report Number.Accession Number : 1754513

Human Factors : Confusion

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL

Detector.Person : Maintenance

When Detected : Aircraft In Service At Gate

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I took over Aircraft X which was scheduled for a ferry flight later that day from ZZZ to ZZZ1 for storage. I started reviewing the logbook to find out which overtimes needed to be added to ferry permit, which items needed to be addressed before departure and any other items required before ferry could depart. I found approximately 4-5 additional items that would be overtime and proceeded to make the open write-ups required and lock log pages for the ferry. We also [were working] off of for deviations allowed for returning the aircraft to flying condition after storage.

As part of this the most notable deviation allowed was the allowance to place (5th stage check vlv inspection) on DIP (Deferred in Place) for 5 cycles and placing one engine hi stage vlv on either MEL XXXXX or XXXXY. This aircraft already had MEL XXXXY applied when I took it over, the DIP was not created yet.

After a thorough review of all log pages created, items I created, review with planning of overtime items and making sure all required log pages were locked for the ferry, which took over an hour, everything appeared to be in order. Except for the fact I still hadn't started a log page for placing a DIP on accomplishing the FCD inspection. Approximately an hour before schedule departure time we created a DIP on Log page for accomplishing remaining steps for AMM XX-XX-XX.

Once ZZZ stated they were done with all work required, I did one last review and everything appeared to be in order so the MFD was sent to the aircraft. Approximately 45 minutes after the aircraft departed on it's ferry flight, it finally dawned on me about the DIP required and I wasn't sure if it had been accomplished. I went back and searched DIP log pages and all closed log pages looking to see if it had been accidentally closed, it had not, and was determined the log page was never created and did in fact get missed.

At no time was the safety of the aircraft in question so I planned to make the writeup and place it on DIP once the aircraft arrived in ZZZ1 for storage.

## Synopsis

Technician reported not completing the correct paperwork for a ferry flight.

ACN: 1754511

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1754511

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

The cleaners came on during deplaning and started spraying the toxic cleaner. I was trying to stand and say goodbye to passengers, but the spray was burning my lungs, through my mask. I saw one cleaner wet their rag with multiple sprays as a child walked by right next to it. I was hoping with some fresh air my lungs would feel better, but they don't.

This practice of bombarding crew and passengers with this spray during deplaning is hazardous to everyone's health. Toxic cleaning spray being sprayed during deplaning both in First Class and the bathroom and galley shrouded my area during deplaning.

Burned my lungs. Hoping fresh air will help. Giving it 24 hours to feel better. Otherwise will see a Doctor. Airline needs to let people off the plane before they start with the spraying of the cleaner. I have (had) great lungs, so if it's affecting me, then anyone with any lung issue is going to be in big trouble.

## Synopsis

Flight Attendant reported cleaners came on board before passengers were off and started spraying the aircraft with a reportedly toxic product.

ACN: 1754509

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1754509

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Saw a man cough without his mask on takeoff. He was sleeping when I starting service when I was back to him I did tap his shoulder to let him know that his mouth and nose did need to be covered. It woke him up but I wouldn't want him to cough again without it because people are seated directly in front of him. I did say it politely though.

He also did not have his nose covered on his way to the bathroom. He also mentioned it to me after in a rather upset manner that I woke him up but it was okay that everyone else had theirs down because they were eating and drinking. Had he worn his mask when I heard him cough and worn it properly after I would not have had to wake him up. I was trying to explain why I did what I did but he walked away. I stand by it because right now safety and health care [are] the same thing and I'm protecting everyone when it comes to making sure masks are worn correctly. Also while he was being upset with me he didn't have his nose covered by his mask. So he was still wearing it incorrectly after being told.

## Synopsis

Flight Attendant reported a passenger was non-compliant with wearing a face mask during flight.

ACN: 1754507

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1754507

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related



Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### Narrative: 1

It started out during boarding I had to tell part of a family that they had to put on their face mask. A few moments later I had to make a PA Regarding the face covering because [of] the same family members. My partner had to ask them to secure their face masks. All this was before the boarding door was closed. Once we got up in the air we repeatedly had to tell them about keeping on their face mask. We had a customer complain about them not keeping on their face mask. Their excuse was they were eating.

### Synopsis

Flight Attendant reported having a compliance issue with a family that had to be continuously reminded to wear their face masks.

ACN: 1754506

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1754506

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

Narrative: 1

Passenger in X3 came aboard with a restaurant mouth shield to use on flight without a mask. I stopped X3 at boarding door and advised he needed a mask to cover nose and mouth for flight. He advised he had been using this plastic mask, that only covered his mouth, for the last 3 months with no problem. Since I felt this would escalate, when he did not want to take mask I offered, I let him take his seat. [We requested a] customer service representative to plane whom I also showed the mask and he advised oh no way he should never [have been] boarded. Which I told him I agreed but that his gate agent is the one that let him down to board. Customer service representative approached X3 who agreed to wear a proper mask for the flight.

Gate Agent not following procedures that have been in place for quite some time. She should have never let him down without a proper mask leaving it to crew to take care of. Make sure Gate Agents are following policies and procedures.

## Synopsis

Flight Attendant reported a passenger came on board the aircraft with a non approved face mask. A proper face mask was provided to the passenger.

ACN: 1754500

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1754500

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was in jumpseat as we taxied out and passenger slid trying to be unnoticed into [seat] XX12 from YY12. I called Captain and asked him to let me check on situation and I would call him right back after. He said OK. I went back and asked passenger if they were in the exit row or did they move and she said she moved because she wanted a window seat. I explained I needed her to move back to her original seat as we had not briefed her for the exit row. I told her I would come back and explain more about why after we got in the air. She moved back. I went back to my FWD jumpseat and called the Captain to tell him we were secure and passenger was back in her seat. AFT FA made a PA telling passenger of need to keep masks on then told me that same passenger had removed hers. As he walked up during our service in flight he said he thought he noticed a beer bottle on her seat tray. I asked him if he wanted me to check and he said yes. I walked back and there was an open beer bottle can on her tray. I asked her what was in the bottle and asked if it was an X brand beer and alcohol. She said yes and I told her she could not have her alcohol on board. She asked why but said OK, and I took it and showed the aft FA in the galley then threw it away and immediately called the flight deck. The FO apparently answered and I told him the same passenger that had tried to move in to the exit row and we had a mask issue with had an open beer on her tray that we took from. I told him she did not appear drunk as she was answering my questions clearly and cognitively, but had a little smart attitude. During the rest of the flight I continued to collect trash in the aisle about every 10 minutes to check on her. It seemed she had 2 other friends in the exit row area that she was talking to that she kept looking back at then looked at us to see if we were watching but she didn't seem to be doing anything else wrong until she removed her mask then the aft FA gave her a warning and she kept her mask on after that except for drinking some water the other FA said he thought it was. After we deplaned another passenger in seat Z4, said as he deplaned - Do you want to talk to me? I said yes the Captain would because at that point I wasn't sure what he meant but he had given me eye contact during the flight like he did not know what to think of the passenger. Another passenger deplaned who had been sitting in A2 was not happy with the passenger either apparently. Passenger in Z4 told the Captain on the jet bridge that she had been saying swear words and how she was going to write a letter to airline and what she was going to do the other FA and I? The passenger had never slurred words or acted incoherent so there was never a sign of intoxication to us. I explained that again to the Captain as well. Misbehaving passenger.

In flight - aft FA noticed it, FWD FA confirmed it. Neither [of us] knew she was saying bad things since we could not hear her in the cabin due to airplane, etc. noise and every time we went back she was quiet.

## Synopsis

Flight Attendant reported a passenger misconduct incident.

ACN: 1754497

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

Experience.Flight Attendant.Airline Total : 6

ASRS Report Number.Accession Number : 1754497

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I briefed exit row. Only 1 passenger in there. I did the pre-departure and when I was walking back a woman snuck in exit row when my back was turned. I saw after out of sterile, when I went to wash my hands for service. I asked her when she moved, she said after I had walked through and I said she had to move back to original seat. She did.

She wanted to move but never asked me or informed me she took it upon herself. People are wanting to spread out because of COVID.

I don't really have a suggestion if they do it upon [themselves] and after my sweep with my back turned. I don't know how to control it. I saw after takeoff when I went to wash my hands for service.

## Synopsis

Flight Attendant reported a passenger moved into the exit row after the briefing. Passenger was asked to move back to original seat.

ACN: 1754496

## Time / Day

Date : 202007

## Place

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

## Environment

Light : Daylight

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
Experience.Flight Attendant.Airline Total : 7  
ASRS Report Number.Accession Number : 1754496  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1



A passenger came back to use the lavatory during flight, I noticed he had his mask hanging around one ear not covering his mouth. When he came out of the lavatory, I asked him to put on his mask, he replied, "Why? Is something going on that I should know about?" and walked to his seat, he did not put his mask on. I went over to his seat and asked him to put on his mask again for everyone's safety. He replied, "Why? Am I not wearing it right?" I responded that the mask needed to cover his mouth and nose. He then grabbed the mask and broke the string, he said, "Damn it, I guess I can't wear it now." I told him we have more masks and went in the back to the galley and grabbed another mask for him. After handing it to him, I left. Later on in the flight after my final descent announcement, I was passing through the cabin doing my final sweep and saw he was still not wearing the mask. I asked him again to put it on, that it is a requirement to wear a mask while on the aircraft. He told me he can't breathe with it on and unless I had a ventilator he wasn't going to wear it. At this point, I felt that it wasn't constructive anymore and he wasn't going to comply, I didn't know what else to do so I left.

## Synopsis

Flight Attendant reported that a passenger refused to wear a face mask during the flight.

ACN: 1754493

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1754493

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During the safety demonstration (it had just begun) the deadheading pilot in X1, got up from their seat, push me aside, physically, to go to the forward lav. His face was red and eyes watering. Proceeded to cough profusely in the lav. I called the Captain at this time. I told him what was happening. The Captain told me as long as he is wearing a mask that he, the Captain, will not do anything. The pilot in the lav remained there throughout the whole safety demonstration. I never stopped the demonstration. But I am supposed to if everyone isn't in their seats.

I should follow what I know is right and stop the safety demonstration. Even if it is a deadheading pilot and not worry about any repercussions from the Captain even though he didn't act in a manner that was supportive of my and everyone's safety.

## Synopsis

Flight Attendant reported a deadheading pilot pushed his way past her while doing the safety demonstration to use the lavatory and coughed profusely.

ACN: 1754485

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Work Environment Factor : Temperature - Extreme

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1754485

Human Factors : Confusion

Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

My inbound crew was delayed due to weather, customs, and CA request [for] a meal break. FAs arrived at approx XA: 30 and FD arrived at XA: 45. Paperwork indicates flight was closed at XA: 35. Standby FAs told us they were called and when they advised the agents the plane was too hot, they were told they must board and passengers said they boarded on time. There was minimum power (lights only) NO AC and NO air circulating. Passengers were fanning themselves, perspiring profusely and said they had been waiting for about 45 minutes. The CA said it was 27 Celsius onboard which may meet the standards to board, but not to sit on a full (including X children) plane for an extended time. When I asked the agent if he had checked the onboard temperature, he said he had no way to do that. 2 Managers (did not introduce themselves) later came onboard and said the plane was hooked up to the APU, and I suggested they talk with the passengers about their experience. I later saw the agents on the bridge with what appeared to be a temperature gauge. My concerns are (1) our passengers were needlessly made to sit on a hot plane. (2) Pre-boarders expressed their concerns and they were ignored, and (3) the plane was full so there was no social distancing.

## Synopsis

Flight Attendant reported that passengers were boarded onto an aircraft that was too hot.

ACN: 1754416

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

ATC / Advisory.UNICOM : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Aircraft : 2

Reference : Y

Make Model Name : Small Aircraft

Operating Under FAR Part : Part 91

Flight Phase : Takeoff / Launch

Airspace.Class G : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1754416

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Conflict : Ground Conflict, Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

While taking Runway X for departure in ZZZ, we saw a single engine tail wheel GA aircraft climbing on the upwind leg and turning out to the north around midfield after taking off the opposite direction on Runway YY. We were unaware of this departing traffic until seeing them airborne at what I would guess 200 feet AGL. I stopped the aircraft around the runway numbers when I saw the airborne aircraft and we had not initiated our takeoff roll. They were most likely off the ground by the time we taxied onto the runway, but we could not see all the way to the opposite end due to runway slope. The GA aircraft made a CTAF radio call telling us he had self announced his intersection departure off Runway YY. We told them we were unaware they were taking off the opposite direction.

The airport was uncontrolled at this time of day due to reduced Control Tower hours of operation. We were monitoring CTAF frequency while holding short of the runway and simultaneously getting our IFR clearance from Center. I remember hearing a call on CTAF but couldn't clearly understand it. This was further hindered by listening to both radios at the same time. I don't recall hearing any previous CTAF calls such as this other aircraft self announcing their taxi. When the other aircraft called us after taking off, my First Officer mentioned he believed to have heard the aircraft announce departure off Runway XX. The aircraft stated he announced an intersection takeoff for Runway YY. Main contributing factors were an airport that has enough traffic volume to require a Control Tower not having their Tower open, nice VFR weather for GA flying, the GA pilot not being clear about their intentions over CTAF or speaking up when we announced our takeoff intentions for the opposite runway, calm winds allowing for takeoff from either direction, and not pausing as a crew before taking the runway to verify we understood the unclear CTAF call and would be clear of conflicting traffic.

I would assume the Control Tower is running a reduced schedule due to less air traffic than normal given the current coronavirus climate. It would be better if they were open at this time in the morning when Part 121 flights are scheduled. Self announcing on CTAF is everyone's responsibility at an uncontrolled airport. The GA aircraft could've been clearer about their intentions and made more calls. As a crew, we did our part by announcing our intentions, and that should have caught the attention of the opposite direction traffic. The only remaining factor that could've prevented this potential runway incursion would be for us to use good CRM by each focusing our listening attention on individual comm radios during situations requiring monitoring of both, and ensuring to verify that any unclear radio calls are not coming from any potentially conflicting traffic.

## Synopsis

Captain reported a GA aircraft departed in opposite direction while they were on the runway ready for takeoff. The Tower was closed at the time of the event.

ACN: 1754413

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 8500

## Environment

Flight Conditions : IMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1754413

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Undershoot

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments



Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While descending on the ZZZZZ2 arrival and approaching the ZZZZZ intersection, PM was distracted by radio calls and clearances. Upon reaching ZZZZZ intersection PM identified that we were approximately 500 feet high crossing the way point. PF corrected by increasing rate of descent to reach 8,000 feet. Around the time that we were leveling off at 8,000 feet received clearance to 7,000 feet. While descending we identified that conditions had changed and that a full ILS approach brief would be warranted. Approaching 7,000 feet, ATC cleared up to descend to 4,000 feet and it was not noticed that the aircraft had captured the altitude after 4,000 feet was set. ATC later gave a clearance to descend to 4,000 feet and we identified our error and quickly initiated our descent.

Both the PF and PM have been doing little flying over the last several months due to the COVID 19 pandemic. As such it had been some time since last arriving in ZZZ. As well as the short duration of flight and the changing weather conditions led to being behind the aircraft.

Making more time by asking ATC for vectors in order to brief the approach. Briefing the full approach even when not expecting IMC conditions.

## Synopsis

Air carrier Captain reported not making a crossing restriction during arrival and cited lack of flying as a contributing factor.

ACN: 1754408

## Time / Day

Date : 202007

## Place

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

## Environment

Flight Conditions : VMC  
Light : Dusk

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1754408  
Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While in cruise we received a crossing restriction for a fix not in our FMS. We then asked ATC to verify they want us to go to the fix they assigned us a crossing restriction for and we did and crossed at the appropriate altitude. The fix was on our flight plan, but not in our FMS. Before block out we verified all the points in the FMS so I think the fix might of been deleted when we programmed the approach.

We were having passenger troubles with mask, alcohol, and vaping noncompliance.

When programming new items into the FMS ensure all fixes are still in the FMS.

## Synopsis

Air carrier Captain reported being issued a crossing restriction that was not in the FMS. Post flight the crew found out the fix was in the FMS and may have been accidentally deleted it during the flight.

ACN: 1754357

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1754357

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1754364

Human Factors : Time Pressure

Human Factors : Fatigue  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On right downwind to land on XXL at ZZZ, Tower offered a tight visual approach to avoid traffic. We accepted the approach and the Captain immediately turned off the autopilot and hand flew the visual approach, intercepting final just inside the final approach fix. We accomplished all checklists and configured the aircraft for a stable approach. After landing, we noticed that the landing light was turned off and realized we were still on approach frequency. We exited the runway, contacted Ground and apologized for the mistake. Looking back at the event, I don't believe we were ever instructed to contact the Tower.

Failure to ensure we were on the correct frequency. I would develop a personal habit of checking the nose taxi light for verification of landing clearance prior to making the "stable and cleared to land" call out.

## Narrative: 2

On right downwind to land on XXL at ZZZ, Tower offered us a tight visual approach to avoid traffic in the approach corridor. We were daylight VMC in a good position to accept the approach but it would be tight. We accepted and I immediately turned off the automation and hand flew the visual approach because we were going to turn final inside the Final Approach Fix and to automate that would have been more difficult. My FO did a great job of monitoring my approach while configuring on speed, accomplishing the checklist, and making all the call outs. The approach and landing was stable, on profile and without any deviations. After landing, I was about to call for the after landing checklist and noticed the nose gear light switch was off then looked to see that we were still on approach frequency. We contacted Ground who was also Tower and apologized for our mistake and asked if there was any problem. I don't believe that we were ever handed off and approach was busy with the traffic that was maneuvering in the corridor. Controller said it was no problem at all and proceed via taxi instructions.

This was my third leg of the night and my 6th in 2 days due to substitution. It was also the third straight night of over 1 hour delays at ZZZ1. Add in 3 straight nights of thunderstorms and landing late in the morning daylight after a long night and fatigue was an issue. I almost always touch the nose gear switch at the cleared to land call but the tight approach and hand flown operation caused me to not physically check the switch. I don't think we were handed off but it was still my responsibility to verify the landing clearance. The FO PM was swamped with a last minute runway change and unexpected

tight visual approach in hill covered terrain. He did a great job of monitoring but missed that he had not been cleared when he made the cleared to land call because of the rushed nature of the approach.

Realize that in the current environment of COVID for our particular operations that fatigue is going to play increased role. Identify and verbalize the increased risk associated with what feels like a never ending peak environment and be more aware of the need to use the fatigue call when necessary. I don't feel that the choice to accept a tighter than normal approach was unsafe but to increase my awareness of the heavier load that I placed on the PM.

## Synopsis

Air carrier flight crew reported landing without a clearance.

ACN: 1754315

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1754315

Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Undershoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I was the Captain and PF on Aircraft X. We were filed for the ZZZZZ2 Star. Due to construction, Runway XXR was closed and ATIS was reporting visual approaches to Runway XXL were in use. Upon viewing the available approaches for Runway XXL at ZZZ it was learned that they are all RNAV approaches. I chose to use the RNAV (RNP) Y Runway XXL since it was authorized and the Initial Fix was the terminating point of our STAR. Even though the weather was good with clear visibility I chose to fly the RNAV to keep it simple since I have not flown frequently during the previous months. We briefed threats, STAR restrictions and the approach and asked the FO to request the RNAV upon check in with Approach.

Initial cruise altitude was FL380 and we were given various step down altitudes to FL220. Shortly after reaching FL220 I noticed the optimum descent path going below so we asked for lower. It seemed that ATC had forgotten about us and by the time they found us and issued a lower altitude we were quite a bit off our profile. I recall being cleared direct to ZZZZZ3 at 10,000 feet and were never given a descend via clearance.

I was aggressively trying to descend with speed brakes and slowing down so we could extend flaps and gear to aid in getting back on profile. As we approached ZZZZZ3 we were switched to Approach Control and initially cleared for a visual approach. We asked for the RNAV as we had previously briefed and were granted the approach. I switched from the STAR page to the RNAV page and we lowered the MCP altitude to minimums as we continued to descend toward the path. A little while later Approach stated "You're kind of high, would you like a different approach." In hindsight, I should have asked for a visual and either continue flying the lateral track of the RNAV or extend downwind thus eliminating any restrictions of the RNAV approach. Both of us could easily see the airport while on our arrival and approach and never felt as if we would not be able to make a stabilized final approach which we did. Unfortunately, I missed making the 10,000 restriction at ZZZZZ3. When I switched to the RNAV page and began to concentrate on the approach I missed the ZZZZZ3 (IF) mandatory speed and altitude of 210 and 10,000 feet. While I was so focused on meeting the speed restrictions (which we did) and getting on the path, I overlooked the hard altitude of 10,000 feet even though I had seen it and discussed it during the brief. The lack of frequent flying and my attention becoming focused on obtaining the path while configuring caused me to miss an important restriction that I could have eliminated so easily by several means if I had not become so narrowly focused on other tasks.

Lack of frequent flying (currency). Delayed descent to lower altitude by ATC. Attention becoming narrowly focused on specific items. The (IF) restrictions being of small print compared to other information.

Improving the visibility of (IF) restrictions on the Approach page. Using the highlight feature of the FD Pro X app to highlight important items to the STAR and/or Approach.

## Synopsis

Air carrier Captain reported being high on the approach and not making a crossing restriction.



ACN: 1754275

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1754275

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1754291

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

While on a left dogleg to final we were set up for a visual approach to XXL. We had selected the ILS as a backup. We were set up to come down to the glideslope from the dogleg and intercept the localizer at approximately the FAF, with a aircraft intercepting the north runway (XYR) from the other direction and approximately abeam our position. The Controller initially incorrectly cleared us for a visual to XYR at the same time the PF set the MCP altitude to what we thought was the FAF altitude. In the task saturated moment of looking for traffic, verifying and correcting the clearance, and a configuration change we failed to select the approach mode on the MCP and flew down below the glideslope toward an incorrectly set MCP altitude. As it was a visual approach we elected to level off and re-intercept the glideslope at approximately 1,300-1,400 AGL. The approach was stable after glideslope intercept.

Task saturation and communications errors, along with a focus outside for traffic, led to a slow response as PM.

I should have paid more attention to the setup for the approach and suggested earlier configuration changes to be more stable during the turn to final. After several months of little flight time I need to pay more attention to slowing down and controlling the pace better than I did today.

## Narrative: 2

We were setup for visual Runway XXL. On base leg with airport in sight. Controller accidentally cleared us for visual Runway XYR. We queried and he corrected it to Runway XXL. The CA said "set 2,300" in the MCP since we are cleared visual. I did not verify that on the chart because I was saturated with getting the speed back and configured. We should have set 2,800 until crossing ZZZZ. We ended up descending below glideslope and leveled off once we noticed. We intercepted glideslope about 1,400 AGL. We were stable and never heard anything from ATC about it.

We were task saturated in a busy traffic environment on approach to parallel runways. I failed to double check the altitude on the approach chart once we were cleared for the visual. A contributing factor was the ATC clearance for visual approach to a runway other than what we had been previously told to expect.

If I had double checked the altitude on the chart when the Captain said set 2,300, the event would not have happened.

## Synopsis

Air carrier flight crew reported being high on the approach due to task saturation, communications errors and focusing outside for traffic.

ACN: 1754257

## Time / Day

Date : 202007

## Place

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

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1754257  
Human Factors : Situational Awareness  
Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Enroute from ZZZ-ZZZ1, the Purser and relief Captain (who was in the cabin at the time) informed the Captain flying that one of the flight attendants was experiencing coughing and an itching feeling in the chest area. The Flight Attendant in question was isolated in the rear of the aircraft and instructed to continue wearing her mask and limit her

interaction with the passengers and other crew members. After receiving the information, the flight crew called Ops control via SatCom in the flight deck. We were connected with MedLink and given a phone number and reference number to provide to the Flight Attendant with symptoms. Upon landing, she was isolated as much as possible, made contact with medical, and scheduled an appointment for consultation in her hotel room. The next day, she made me aware that her consultation resulted in a diagnosis consistent with a condition other than COVID-19.

## Synopsis

Air carrier Captain reported a Flight Attendant became ill during flight.

ACN: 1754202

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Dawn

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1754202

Human Factors : Time Pressure

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

FAR 121.434 violation Consolidation of knowledge. I got my type rating on X Date and because of the coronavirus I was sent home one day later. Approximately 3 months had past and I went to finish my simulator training. For that reason I thought my time for consolidation would begin 3 months from original date, which was the day I officially finished my simulator training. Not knowing that my 120 days of consolidation [had] expired. I accepted flights on the XXth and XYth after expiration. Two of the flights were ferry flights the last one on the XYth was a Part 121 flight. Therefore I unknowingly violated FAR 121.434.

When I figured out what I had done I notified my Chief pilot. I misinterpreted part 121.434 by thinking that the 120 day clock for 100 hours of consolidation started on [date]. I also know that we have scheduling software that tracks flight time and duty periods for Part 117. I thought it would track consolidation also. I think I could have been scheduled to do a P/C check while I was completing my simulation in [month] and having a better understanding of FAR 121.434 are two things that could have prevented this issue.

## Synopsis

Air carrier First Officer reported flying after the deadline for completing Consolidation of Knowledge (FAR 121.43) had expired.

ACN: 1754142

## Time / Day

Date : 202008

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 4

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Taxi

Route In Use : None

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 9.5

ASRS Report Number.Accession Number : 1754142

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

Working short staffed again. Forced to work local center, local east, and city combined. Worked a two hour busy session that is usually split between 3 controllers. Plus the Supervisor was working ground so I did not have line up and wait. There was frequency



congestion throughout and pilots repeatedly had to repeat transmissions. Aircraft X requested Runway XXR due to weight and the hot day. Because that runway was busy with arrivals, he had about a 15 minute delay. No request was made to switch arrivals because the "TMC" was too busy working ground. I was also limited in my coordination's because of the busy traffic. The airport has construction all over which adds to the complexity with back taxiing aircraft and extra coordination on ground. I was extremely fatigued mentally towards the end of my position but there is nothing anyone could do because of our ridiculous staffing.

I felt unsafe working those positions combined with that traffic load. Especially not having a supervisor watching what I was doing. This entire week has beat me down and I am beyond frustrated. Now I am having trouble sleeping because of work. But I know I have to go in because I will only make it worse for other controllers if I don't. Management refuses to slow the arrival rate (despite controllers requesting it) even though it is absolutely needed during that time and many others. A couple departures were delayed because I couldn't line up and wait and the TRACON simply continued pushing arrivals like it was any other day. We are expected to work full traffic loads with combined positions and no oversight. This is an emergency situation, I understand that. But why are we not being protected? Why are there people eligible to work OT that aren't assigned it days in advanced? Everything this summer has been forced down our throats and controllers are fed up. The facility safety culture going forward will be difficult because management has shown us what they think of collaboration. I don't know if anyone even reads these reports. I don't get any feedback. But I am keeping a copy in case something catastrophic happens. I want it documented that this was foreseen.

## Synopsis

Tower Controller reported a busy session working three combined positions and having to delay an aircraft for 15 minutes due to traffic.

ACN: 1754140

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : VFR

Mission : Passenger

Flight Phase : Final Approach

Route In Use : None

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 23

ASRS Report Number.Accession Number : 1754140

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was working Local and had cleared Aircraft X to land Runway XX. On approximately, a 1 mile final Aircraft X advised me that they were going around. I asked Aircraft X if they wanted to cancel and stay in the pattern or go back to Center. They said they would cancel

and stay in the pattern. I then told Aircraft X "when able, turn left and make left traffic Runway XX - maintain VFR." Aircraft X read back "left traffic, VFR." Approximately 1/2 mile off the departure end of Runway XX Aircraft X was advised of traffic 4 miles south descending out of 048 and again told them to make left traffic. I look to see what my other traffic was doing then took a quick glance at the radar. All at the same time I went to look for Aircraft X and Aircraft Y out the window while I was issuing instructions to separate the two aircraft because I had noticed that Aircraft X had drifted to the right of the centerline. Almost at the same time both aircraft advised that they were responding to RA's. At this time I said "Oh CRAP," although bad timing it was because my glasses fogged up so I could not see anything and not for what was going on out the window. My glasses were fogging up all morning due to my COVID mask.

After both aircraft passed each other Aircraft X was given instructions that his altitude was at his discretion and that there was additional traffic 7 miles ahead moving SSW. Aircraft X then started their turn for left traffic and were given a clearance to land when they were at midfield. After landing, Ground Control asked Aircraft X to call the tower so we could collect the information needed to fill out the report.

I don't feel that there is a need to change policy or procedures. I do feel there is a need, especially me, to better follow the procedures, SOP's and policies already in place.

## Synopsis

Local Controller reported an airborne conflict between two air carriers.

ACN: 1754119

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : FBO

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Mission : Training

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : FBO

Function.Flight Crew : Instructor

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 1320

Experience.Flight Crew.Last 90 Days : 50

Experience.Flight Crew.Type : 1075

ASRS Report Number.Accession Number : 1754119

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Prefacing this with: Paperwork issue, nothing damaged, no one hurt, no incidents occurred, strictly paperwork.

Earlier in the year a student and his instructor working at the same flight school as me had worked together for months prior. At some point the student was in training and had been soloed by his previous instructor at this time. The coronavirus pandemic occurred at this time and that instructor elected to no longer continue working. I had picked this student up to continue training. The student told me he soloed and had been soloing until I picked him up as a student. I provided the student with training and re-currency training until I found him proficient in the same plane. The student mentioned he had his student pilot certificate medical and government issued photo ID and I took his word for it. He was acting PIC and he knew the rules so I endorsed him for his additional 90 days and sent him out of the office. I took record of the endorsement and at that point he went to work with another instructor at our school. After a few weeks the student was about to solo again, I went to him and asked to see his documents as a safety precaution. I found out he did not have his student pilot certificate and lied to me about having it originally. I told the student he was no longer allowed to solo. My boss and supervising instructor has now talked to the student and is working with him to figure out where or if he has his certificate and how to go about this next. The underlying issue was the student lying to me about having it when he did not because he was so eager to solo. Trusting the older flight instructor who said the student has his certificate, and me not physically verifying where the students documents were. It is not currently clear where the student pilot certificate was and at this time the chief instructor is working on finding it.

## Synopsis

Flight instructor reported a new student to him did not have a student pilot solo certificate as the student had said.

ACN: 1754091

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1754091

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I forgot to brief the exit row Aircraft X, because we were dealing with three mask issues. I was able to brief our guest once we were in the air.

## Synopsis

Flight Attendant reported not giving the exit row briefing because they were dealing with face mask issues.

ACN: 1754089

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1754089

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger X seated in XX1 had to be reminded repeated times to stow her backpack and book bag that she let sit in the seat besides her prior to takeoff as well as to please pull her mask up from under her chin that other guests were complaining to me (FA B). I conveyed what had happened to both FA A and the CA. Shortly after 10,000 feet as I was



heading forward to retrieve a set of headphones for another guest, as I walk by, I find her laying across XX1 and 2 with her head propped up on her book bag on the aisle arm rest, head hanging over into the aisle without a mask. I tried rousing her quietly with no response from her and then gently tapped her on the shoulder and her exclaiming, "What?! What do you want?" I politely asked her to please put her mask on and cover both her nose and mouth as required and to please ensure her seatbelt remained fastened while the seatbelt sign was on as we were still ascending. She begrudgingly complied as she continued to complain and others around her asked her to wear it as well.

During service, once again, Passenger X had her mask below her chin as she sat with her foot propped up in the seat and was painting her toenails. I politely asked her again to comply with the mask requirement and to please not polish her toenails as the fumes were offensive to those around her. She denied painting her toenails (with polish in an opened [bottle and] nail polish remover pad in hand). I explained to her once again that wearing a mask is a requirement that she had been made aware of prior to boarding and that it wasn't fair to the other passengers and crew on board as everyone else was diligent in complying. I also made her aware that she had been informed several times. As I started to walk forward to let FA A know what had transpired. We called the CA and let him know that we were doing and to be prepared in the event that the situation escalated. The guest in front of her Passenger Y asked if there was something more I could do or move her when suddenly her voice level became elevated and she said "There! I pulled the mask up and I have a headache so go away!" Subsequently we (FA A and myself) asked the Passenger Y if he would be more comfortable in another seat and he accepted. Passenger Y and several other guests commended us for how we handled the situation. Passenger Y gave his permission for this airline to contact him regarding the situation and events. Passenger X complied for the rest of the flight. Upon final compliance before landing, Passenger X was asked by both FA A and myself to again stow her bags which she finally did by tossing and kicking them under the seat. Upon landing she quickly stood, gathered her belongings and hurried off of the plane before rows in front of her stood. Although we understand the importance of wanting to retain customer loyalty, this kind of behavior should not be tolerated for the sake of one over an entire cabin of guests and employees.

## Synopsis

Flight Attendant reported a passenger did not comply with wearing a face mask during flight and exhibited other non-compliant behavior.

ACN: 1754084

## Time / Day

Date : 202008

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Cabin Activity : Service  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1754084  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Door closed, Captain announced "ramp loading bags while surrounded with thunder storms." Captain calls 1L to suggest to have the cockpit door open, and show me the iPad map. Captain gets out of his seat to use the first class bathroom with no face mask. As he is inside restroom, a coach passenger waits by door 1R to use the first class bathroom. Captain comes out and faces the passenger. When Captain shuts the cockpit door, I recall

the passenger comment, "No mask." In flight, when Captain open the cockpit door I said "mask, mask, mask."

Captain uses the lavatory 1R the second time with no mask on his face. Flight Attendant assists me with cockpit break. Captain third bathroom break, same flight attendant assisted me, Captain did not have his face mask on. When we landed in ZZZ, Captain opened the door without mask on with his suitcase and bags. I said, "Captain no face mask?" Captain said "Oh I forget." He reached into his pocket and pulled out the blue surgical mask and held it in his hand and took off with his bags with no mask on his face. I recall Captain exited onto the jet way where outbound crew were on the jet way. The First Officer, whenever he exited the cockpit or when I stepped into the cockpit, always had his face mask on.

## Synopsis

Flight Attendant reported the Captain did not have a face mask on while exiting the cockpit numerous times.

ACN: 1754082

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Cabin Jumpseat  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1754082  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

Narrative: 1

FA 1 blocked the jumpseat area with curtain and locked the lavatory. I told him that we can't do that, the only way we can is if we have wheelchair passenger using the lavatory. He replied that he feels uncomfortable being too close to passengers around his jumpseat. He called the Captain and told him that it was me who wants to keep it close.

I told Captain what was going on, FA 1 still refused to do right thing. He locked the back lavatory (put a sticker out of service) on the back lavatory door. It is so wrong. I could not fix this problem. He was very condescending. I told him if he doesn't feel safe with customers he shouldn't be here. We can't make the customers uncomfortable and stop them from using lavatory.

## Synopsis

Flight Attendant reported another Flight Attendant locked the bathroom door and put an out of order sign on it, so he would not have to get close to people.

ACN: 1754081

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant In Charge  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1754081  
Human Factors : Communication Breakdown  
Human Factors : Time Pressure  
Human Factors : Workload  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Company Policy

## Narrative: 1

Flight was understaffed by X flight attendants. When I asked Inflight (dual CSR) Supervisor [to] inquire about adding more FAs for our very full flight (with at least one being a [foreign language] speaker), he said that XX was the "new staffing". When I had time to check my staffing sheet again, I saw that [the supervisor] was incorrect. We should've had XY FA's working with this load instead of XX.

All FAs were extremely busy and task saturated. Only Y economy FAs scheduled. One FA must do required galley supply/security check (which encompasses 2 actual galleys--the Aft most at Location X and the auxiliary one at Location Y) and has little to no time to actually monitor in cabin. One is required for greeting at door X. That leaves only X FAs to monitor the space from row XX to XY, which on this flight was close to XXX passengers. FAs must assist with any questions passengers have (which are plentiful) assist with stowing baggage--direct them to stow baggage in compliance with FARs, assist with seating issues, and give special briefings and fulfill other requests. X FAs in an extremely busy economy cabin is woefully understaffed.

To compound matters, [the company] has, in their infinite wisdom, repeatedly failed to assign [foreign language] speakers to this ZZZ-ZZZZ1 flight. As a result, all FAs had an extremely hard time assisting passengers with their questions and directing them to stow baggage according to FARs before door closure. (amongst other things--like informing them of landing formalities/required forms)

There were multiple seating issues including too many lap children in a row for amount of O2 masks, customers requesting seat changes, customers unhappy with seat assignments, and multiple requests for FAs to [assist] customers--in other words, a normal full flight to Country X, however understaffed and without benefit of a [foreign language] speaker.

Everyone...was extremely busy, had multiple seat change requests, and had our usual duties of hanging coats, fulfilling drink requests (even without formal preflight beverage service, customers want drinks before leaving and we are required to give them upon request), meal order taking and also assisting/directing baggage stowage and any other requests/problems, also without benefit of a [foreign language] speaker.

As Purser I have to brief with the pilots (who most days including this one do not board aircraft until after passenger boarding begins), greet at door X until closure (since no FA # XX was scheduled), hand out hand wipes while greeting, interact with customers, make boarding announcements, answer questions and liaise with cockpit/customer service for any post boarding mechanical, seating or customer issues, of which there were many. Purser's are also to take meal orders on the X zone, which is almost impossible to complete before door closure as the company wants us to do for a timely inflight service. I couldn't even get halfway finished as I had to continually ask a passenger with a bit of English to translate my requests to the [foreign language] only speaking customers.

Inflight/CS supervisor did assist with a few seating issues when I informed [the supervisor] of them, including in economy and a very angry customer who wouldn't sit down or stow his bags in protest that he didn't get the bulkhead seat that he had requested. Economy seating issues were fixed, however [another] customer did not like the answers given to him by supervisor and continued to stand near his assigned (and unwanted) seat and refused to stow his bags.

Close to main door closure time, Captain informed me that we had maintenance issues

and that we wouldn't be closing on time, so I could continue to attempt taking meal orders without menus (which would've had a translation) and without benefit of speaking the language of the customers. Supervisor was visibly agitated at the delay and reminded me to do a final boarding announcement to try and get passengers to stow bags and sit down. There were probably XX people still trying to find places for their bags in economy and two FAs went back to assist.

No CSR did a final boarding announcement, as they usually do, and left it to me. I made the announcement, but saw that there were still probably XX-XY people still standing in economy and multiple bins open as far as I could see. All FAs not actively engaged in duties went to assist, but it was extremely difficult for them to get people to stow things and sit down. Again, we had no scheduled [foreign language] speaker and the customers (as usual with passengers who don't fly much) kept trying to leave bags at bulkheads or completely blocking aisles which we could not, for obvious reasons, allow.

I left boarding FA at door and went back to my other duty of attempting to take meal orders, then noticed that the door had been shut without my knowledge. There were still at least XX people standing and multiple bins open. [A] customer who didn't like his seat assignment was also still defiantly standing with bags in the aisle to protest his condition.

Everyone had multiple large bags and it had been difficult finding space for them all. Compounding this was the new policy of boarding pillows/blankets in large bags in OH bins, which takes away at least 4 large bins. To mitigate this, the Economy FAs, in addition to all their other duties, were forced to hand out the pillows/blankets during boarding, instead of after takeoff as we are told to by the company. That bin space was necessary, but handing out pillows/blankets was yet another task that the 2 FAs had to undertake by themselves in a crowded and busy boarding process.

I knocked on door window and motioned CSR to open, which she did. Supervisor reappeared and I showed the situation/explained that it is an FAR that we cannot close door with passengers standing and bins open. Especially considering the load and the fact that OH bin space was very tight. [The Supervisor] was again visibly agitated and yelled at me that "I told you to make a final boarding announcement to get them to sit down". I calmly told [the Supervisor] that yes, I did make that final boarding announcement, however the majority of the passengers most likely did not understand it. I made another announcement, but it still took a few minutes for passengers to comply and FAs to close all bins. [The Supervisor] closed the door with a customer still standing and refusing to stow bags. I protested but [the Supervisor] closed [it] again, anyway.

## Synopsis

Purser reported multiple issues and difficulties during the boarding process and cited not having enough flight attendants to properly staff the flight as a contributing factor.



ACN: 1754079

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1754079  
Human Factors : Confusion  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Company Policy  
Primary Problem : Human Factors

## Narrative: 1

We arrived about 20 mins early at the gate, and right after a few of my passengers in first class got off the cleaners were getting on the plane. This is unacceptable, I'm making multiple announcements for passengers to stay seated to help with social distances during this pandemic, all while the cleaners are on getting in the way of passengers getting off. There was no social distance by the cleaners what so ever.

## Synopsis

Flight Attendant reported aircraft cleaners got onboard before passengers deplaned affecting social distancing efforts.

ACN: 1754076

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1754076

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

CSR approached me during boarding and informed me that first class was booked to XX passengers so she was going to have to give out one of the blocked seats, either X2 or X5. I told her it was my understanding that X2 is blocked for my personal social distancing and that X5 is blocked for FA #4 or a cabin jumpseater. Therefore, so long as there wasn't anyone jumpseating and we didn't have the 4th Flight Attendant that X5 would be the wiser choice. She then assigned X5 to a passenger. I was then told inflight by one of the deadheading flight attendants that because it is blocked for jumpseat purposes, it violates an FAR to allow somebody to sit there.

## Synopsis

Flight Attendant reported a blocked jumpseat was subsequently used possibly violating FAR rules.

ACN: 1754035

## Time / Day

Date : 202008

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Taxi

## Aircraft : 2

Reference : Y

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1754035

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Aircraft

Detector.Person : Ground Personnel

When Detected : Taxi

Result.General : Maintenance Action

Result.Aircraft : Aircraft Damaged

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During these irregular operations (COVID-19), aircraft are parked in places they normally would not be; congestion is the norm, where aircraft have to be maneuvered around obstacles, usually other aircraft. When dispatched to move Aircraft X that had Aircraft Y

behind it, despite an exceedingly cautious operation to ensure the safety of both aircraft and all personnel, an equipment failure led to Aircraft X being pushed into Aircraft Y.

## Synopsis

Ground employee reported pushing an aircraft into a parked aircraft while maneuvering through a congested parking area.

ACN: 1754032

## Time / Day

Date : 202007

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1754032

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

I received a phone call from Person X...with HR. Person X called me to tell me that I could return to work the following day from my 14 day quarantine. However, I was never told to quarantine and my schedule was never adjusted accordingly. I was directly exposed to a coworker who tested positive for COVID-19 and [who had] told the company of the results and the people [the coworker had] worked with and was around. My name along with several others was provided to local management but they failed to take any action to pull us out of work. Only 14 days later did I find out that I was in fact supposed to be in quarantine, but instead management kept me at work for my regularly scheduled shifts. In fact, I even worked several extra shifts during that time period.

## Synopsis

Ground employee reported being told to return to work after completing a 14-day quarantine. Reporter stated that they had not been previously told to self-quarantine nor

had they been notified they had been exposed to a co-worker who tested positive for COVID-19.



ACN: 1754019

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase.Other

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 7739

Experience.Flight Crew.Last 90 Days : 3

Experience.Flight Crew.Type : 300

ASRS Report Number.Accession Number : 1754019

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected.Other

Result.Flight Crew : Returned To Gate

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Human Factors

## Narrative: 1

During push back Passenger started to vomit in his seat. Ran into lav continuing to vomit. Exited Lav sat in unassigned seat vomited again. Ran into different Lav and proceeded to vomit again. Returned to seat and then vomited in the aisle. Ran into a third Lav and

vomited again. Captain contacted Operations and pulled back into gate. Passenger removed. Numerous passengers wanted to exit aircraft over COVID fears.

## Synopsis

Air carrier Captain reported a passenger vomited multiple times during push back. Captain elected to return to gate and have passenger removed.

ACN: 1754018

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 40000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 12468

Experience.Flight Crew.Last 90 Days : 88

Experience.Flight Crew.Type : 9480

ASRS Report Number.Accession Number : 1754018

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

100 NM prior to TOD, FO called FAs requesting a Lav break. Lead FA (Purser) stated that none of the FAs were comfortable coming up to the Cockpit unless the remaining pilot (in the cockpit) wore a face covering. As he really needed to use the Lav, the FO consented to the FA's request and then told me (the Captain) of the FA's request. This is the first time in my XX+ years at airline and XY+ years as a Captain, that I've had a FA hold me hostage to get a Lav break. The FA requested that the pilot remaining in the cockpit wear a face covering in the cockpit while the other pilot was absent from the cockpit on the Lav break. I never wear a face covering in the cockpit, while flying the aircraft, especially with the other pilot absent from the cockpit.

If it's not already obvious, let me restate that the FARs prohibit the use of a face covering (or the wearing of a beard) that would prevent a proper seal of the O2 mask. At FL400 and a TUC (Time of Useful Consciousness) of 15 seconds, with the other pilot absent from the cockpit, is NOT the time to find out that your O2 mask doesn't work with a face covering. As the FO left the cockpit, and me wearing a face covering, per the FA's request, ATC gave us a vector off course and a speed reduction for traffic. I replied to ATC, but they couldn't hear my boom mike through the face covering. At FL400, with the other pilot absent from the cockpit, is NOT the time to find out ATC can't hear your boom mike through the face covering. Before she left, I told the Lead FA that I would be writing a report and she said something through her face covering that I couldn't hear. At FL400, with the other pilot absent from the cockpit, is NOT the time to be unable to communicate with the only other person in the cockpit.

Face coverings are UN-SAFE while taxiing, flying, or maneuvering the airplane. They fog up my glasses which I am required to wear, they prevent me from communicating clearly with ATC, the other pilot or with the FA when the other pilot is absent from the cockpit.

After the flight, we had a long debrief with the FAs. Company COVID-19 face covering information DOES NOT address the wearing of a face covering while operating an aircraft. The FAs on this flight, believed I was operating the aircraft in disregard of the Federal Aviation Regulations and in direct violation of Company Policy. It was unclear to these FAs, who gets to tell who must wear a face covering while operating an aircraft. None of these FAs seemed to understand who the Pilot-In-Command (PIC) is when operating an aircraft.

In the masked de-brief, they were argumentative and confrontational. They thought that the remaining pilot on the cockpit was required to wear an O2 mask anytime the other pilot is absent the cockpit. It is very difficult to discuss face coverings with a FA who's been told that everyone is required to wear a face covering at all times while on an aircraft or on company property. The FAs do not understand the problems caused by face coverings in the cockpit (the O2 mask, Pilot to Pilot or Pilot to ATC communications issues, or Eye Glass fogging). The FAs believe that they can tell the Captain how to operate an aircraft in direct violation of the FARs, safety procedures and common sense. This has to

stop. The Company must tell all employees, but especially FAs, that the Captain is in command, that face coverings cause safety issues in the cockpit and that pilots are NOT required (in fact, are discouraged from wearing) face coverings while operating an aircraft.

## Synopsis

Air carrier Captain reported that the flight attendants were not comfortable coming into the flight deck while the pilot was on a restroom break, until the remaining pilot was wearing a face mask. Reporter described safety concerns with having to wear a face mask in the cockpit.

ACN: 1754011

## Time / Day

Date : 202008

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 11322.08  
Experience.Flight Crew.Last 90 Days : 185.73  
Experience.Flight Crew.Type : 1053.82  
ASRS Report Number.Accession Number : 1754011  
Human Factors : Physiological - Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Just prior to departure, purser advised me the passenger in seat X5 [was] coughing, unmasked, not sure if he was unable or unwilling to wear a mask, and had just thrown up on himself. I made the decision that the person was not suitable for a [long] flight and was to be removed. The two passengers traveling with him had elected to stay behind and the GSC (Ground Security Coordinator) coordinated the removal of the three passengers.

## Synopsis

Air carrier Captain reported that an ill passenger boarded and was not wearing a face mask. Captain decided to have passenger removed from flight due to length of the flight and passenger's condition.

ACN: 1754009

## Time / Day

Date : 202008

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 1000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Function.Ground Personnel : Airport Personnel

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 2032

Experience.Flight Crew.Last 90 Days : 0

Experience.Flight Crew.Type : 2032

ASRS Report Number.Accession Number : 1754009

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Distraction

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew



When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Flight was first flight back on line for PF after 4 1/2 months absence due to impacts of COVID-19 pandemic. PF had completed landing re-qualification training X days prior. Due to forecast/reported turbulence in the ZZZ area FAs had be seated early. Weather for the arrival was VMC with buildups and storms well to the south of ZZZ. During the arrival into ZZZ ATC assigns us higher than normal speed than the published arrival (280 KT vs 250 KT). Speed reduction to published (210 KT) is not assigned until reaching 11,000 feet. Aircraft is slowed to using SB and flaps extended to Flaps 1. Up to this point autoflight was fully engaged in SPD VNAV and LNAV/HDG. A subsequent vector (260 degrees) and descent to 8,000 feet with speed no greater than 200 is then assigned. FLCH mode was selected on the MCP with speed set to 180 KT while flaps were further extended to aid in speed reduction. Shortly thereafter ATC assigns a dogleg vector of 320 clears us for the Visual Approach Runway XXR. At that time PF selects APPR mode on the MCP and disengages the Autopilot. PM selects FAF Alt (7,000' feet) in the MCP. Although "field in sight," the PF initial aim point was to Runway XXL vs XXR (as cleared). The error was noted and corrected when approaching the extended centerline of XXR which resulted in a minor overshoot and correction to align with XXR. Due to this and that the autopilot was disengaged, the PF's focus shifted to runway alignment and PAPI for glidepath (1 red/pink, 3 white) noting the aircraft approximately 1 dot above glidepath. Landing gear was extended and flaps lowered on profile to aid in speed reduction to target and getting back on both visual and ILS glidepath. During the approach with transition to outside references with autopilot off, the aircraft remained slightly high enough that G/S (Approach mode) did not engage. The PF was working to smoothly get back to glidepath, (on speed), but still remained slightly high through 1,000 feet AGL before it was noted by the PM that FLCH was still the designated autoflight pitch mode on the FMA. The approach was stable and on visual glidepath by 500 feet and continued for landing. The flight was debriefed in accordance with the Crew Debrief guide with emphasis on the approach, addressing specific threats, errors and corrections made as well as future ways to manage the approach to prevent deviation and increase situational awareness.

## Synopsis

Air carrier First Officer reported experiencing an unstabilized approach and lining up for the incorrect runway.

ACN: 1753972

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 5000

## Environment

Flight Conditions : Mixed

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use.STAR : ZZZZZ RNAV

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 75

ASRS Report Number.Accession Number : 1753972

Human Factors : Human-Machine Interface

Human Factors : Distraction

Human Factors : Fatigue

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Before the TOD, we briefed the arrival and programmed the FMC to descend via the ZZZZ RNAV STAR correctly. When we got clearance from ATC to descend via the STAR, I selected 4,000 feet in the MCP window as previously briefed. Somewhere below 10,000 feet, ATC gave us vectors off the STAR and to descend and maintain 5,000 feet. We complied. I selected 5,000 feet in MCP window, HDG Select and LVL Change and informed the PM. Sometime later ATC gave us direct to ZZZZ fix and descend via STAR. I programmed direct to ZZZZ in the FMC, selected LNAV and set 4,000 feet in the MCP window as per the STAR. I informed the PM.

We had a frequency change and the PM got a new ATIS at the same time as that was taking place. As we are approaching ZZZZ fix, ATC confirmed that we were descending to 4,000 feet instead of crossing ZZZZ fix at 5,000 feet. That's when I realized that we were in LVL Change pitch and not in VNAV. As I was communicating that to the PM, ATC gave us a further descend and vectors for the final approach. The rest of the flight was uneventful. There were no TCAS TA or RA at any time. We debriefed the incident at the gate. I realized that due to recent events regarding the future of my flying career and the constant uncertainty has hindered my rest. This may have been a factor for my distraction on missing such a small yet critical step.

## Synopsis

Air carrier Captain reported not descending via the STAR due to selecting LVL Change Pitch instead of VNAV on the MCP.

ACN: 1753867

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 3500

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 7000

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 780

Experience.Flight Crew.Last 90 Days : 65

Experience.Flight Crew.Type : 650

ASRS Report Number.Accession Number : 1753867

Human Factors : Distraction

Human Factors : Workload

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Air Traffic Control  
Miss Distance.Vertical : 501  
When Detected : In-flight  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I departed ZZZ and was enroute to ZZZ1 before direct LR at 2,500 to avoid Bravo airspace. I identified that a short tail of Bravo I could vector to the final course at 2,500 and remain below the shelf. The next step would be to 3,500 in a 4,000 shelf of Bravo. I was monitoring Center departure and several traffic calls were made about me at 2,500. I kept identified each target and stated clear. I considered identifying that I was on frequency, but he was very busy. I glanced at my iPad between traffic spots and saw a 4,000 shelf and mistakenly thought I was in the 4,000 shelf so I climbed to 3,500. The ZZZ2 traffic was held at 4,000. I only went 3,000-3,500 the final 1-2 mi of the shelf (1 minute at my speed) and when he identified me at 3,500, I realized, I wasn't where I thought I was and by then, I was crossing into the 4,000 shelf. Distraction by watching traffic diverted my attention so that a glance misidentified the shelf of Bravo. I have flown in Bravo for X yrs without violating it. Flight following would have prevented this, but with the controller cut backs, they are so overworked in Center, I did not think I needed it.

## Synopsis

Pilot reported experiencing a Class B airspace violation.

ACN: 1753847

## Time / Day

Date : 202007

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 200

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft : 1

Reference : X

ATC / Advisory.UNICOM : ZZZ

Aircraft Operator : FBO

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Test Flight / Demonstration

Flight Phase : Climb

Route In Use : None

Airspace.Class G : ZZZ

## Aircraft : 2

Reference : Y

Aircraft Operator : FBO

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase.Other

Route In Use : None

Airspace.Class G : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 12000

Experience.Flight Crew.Last 90 Days : 60

Experience.Flight Crew.Type : 6000  
ASRS Report Number.Accession Number : 1753847  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Conflict : NMAC  
Detector.Person : Flight Crew  
Miss Distance.Horizontal : 0  
Miss Distance.Vertical : 400  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action  
Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

I was doing an FAA check ride acting as a pilot examiner with the applicant on board for a Commercial Airplane Single Engine Land rating in Aircraft X on Right downwind for [Runway] XXL at ZZZ. The time was approximately XA: 15PM. The Tower closed at XA: 00 so the airspace was G.

There were approximately 6 planes in the pattern.

Aircraft Y reported he was on a VFR PRACTICE LDA approach for [Runway] YYR. Everyone in the traffic pattern was in Right traffic or left traffic for XXL (reciprocal of YYR ). Several planes in the pattern advised Aircraft Y that the runway in use was XX left/right traffic. Aircraft Y still continued inbound on the LDA approach for YYR again aircraft in the pattern advised Aircraft Y right traffic for XXL.

As I was turning from base to final for XXL Aircraft Y stated he would be making a climbing left turn at the threshold of YYR. I was now on short final doing a go-around climbing to 200 feet when I heard Aircraft Y now state he would be doing a straight out departure on YYR which was now flying opposite the traffic pattern. I looked down the runway and saw Aircraft Y flying head on right towards me. I descended and he flew directly over me approx 300 feet above me.

He then made a climbing right turn and in the process came within 100 feet of another aircraft, also in the pattern. The pilot of Aircraft Y stated over the radio what he did was correct and had tapes to prove it. He then flew Northbound against the traffic pattern leaving the area.

## Synopsis

Pilot reported an NMAC at a closed towered airport.

ACN: 1753819

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Personal

Flight Phase : Taxi

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 80

Experience.Flight Crew.Last 90 Days : 5

Experience.Flight Crew.Type : 70

ASRS Report Number.Accession Number : 1753819

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Runway

Detector.Person : Air Traffic Control

When Detected : Taxi

Result.Flight Crew : Returned To Gate



Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Human Factors

## Narrative: 1

I made several mistakes today when taxiing at ZZZ. First, I entered the taxiway from the flight school without contacting Ground. Where I trained, ZZZ2, you taxi to the ramp area to perform the run up then contact Ground for instructions to the runway. The flight school at ZZZ is immediately next to the ramp area, so I went there mistakenly without first contacting Ground. Secondly, when I was holding short of the runway I was given taxi instructions. I repeated back those instructions correctly, but I thought the Controller said cross after I repeated them, and I began crossing the runway. I was having a hard time hearing through the headset, but heard the Controller stating I was in the wrong and I immediately turned around and exited. I then taxied correctly to the other runway and back to the flight school.

I'm embarrassed by these errors. I have been trying not to fly as much in rented airplanes due to COVID, due to the risk of having so many people in and out of them, and have lost some proficiency being a newly minted pilot. The last time I flew at ZZZ it was under heavy construction and we were routed another direction. I went that same direction and repeated the instructions back correctly to ATC but was writing notes and accidentally made a mistake of crossing. The load of not flying in a while and a new airport was a too much. Next time, I will take a CFI with me and also do ground training to ensure I know the airport to avoid any future mistakes, and will also try to fly more consistently in the future to maintain proficiency.

I panicked after I made the error which caused me to not communicate correctly and efficiently. I'm fortunate I learned this lesson on the ground rather than in the air and will continuously train to ensure I maintain focus and calm in case an emergency situation ever does happen.

I'm deeply sorry for any trouble I may have caused today. I will work to correct these mistakes to be a better pilot.

## Synopsis

Pilot reported a runway incursion and cited lack of flying and unfamiliarity with the airport as contributing factors.

ACN: 1753812

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753812

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

I was B position, while checking cabin I see a passenger seated in X6 next to the D Jump Seat which was [NAME]. I asked A FA and D FA what's up? D FA I believe [was] not aware of the rules to social distance us [by] blocking X4 and X5. D FA thought it was OK to offer that seat to a non- rev. I was not A so again repeated it is not OK, yet we were now pushing back. Later in flight I found out the agent was not the one to request from us but D FA offered it up so they assigned a non rev to X6 . We had many open seats in main cabin. A FA, understanding where I was coming from and he too being here much longer than the two reserves understands we have rules we have a contract it is not up for debate . This is our jump seat. A FA informed us as a whole that he would report this situation and I thanked him and agreed. I want us all to learn from this. As I don't think either of them still understand and shouldn't put another crew or agent in jeopardy of getting in trouble. If I am incorrect and she was in the right and can continue going above and beyond accommodating passenger next to her jump seat in X6 for future flights then please reply. If I am correct, could you please address this to the entire flight attendant group for clarification.

## Synopsis

Flight Attendant reported confusion whether a non-rev passenger could sit in a specific jump seat.

ACN: 1753811

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753811

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753815

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Passenger X was non-compliant with face mask.

After door closure, F/A B informed me that a Passenger X would not keep his mask on. I called F/D and let them know of the situation and asked to hold pushback until aft FAs determined whether Passenger X should continue on the flight. Passenger X complied initially and we departed without further issue.

During cruise F/A B communicated to me that he had asked Passenger X several times to keep his mask on - as he was not eating or drinking. I went aft and asked Passenger X to wear his mask as well, which he had stuffed into his pocket. He was visibly annoyed and didn't initially comply.

As he was connecting on another flight, we also notified pilots of the situation. Passenger X, was non-compliant with face mask.

Better policy/procedure is needed between FA, Pilot, and station workgroups and their roles. It doesn't feel particularly safe to send someone who is knowingly non-compliant onto another crew or CSA.

## Narrative: 2

During boarding I observed Passenger X, without his face mask on and asked him to please pull his mask up, which he did. After the demo as I walked to the back, I observed Passenger X with his face mask down again. I told him to put it up. And then I reminded him that he had agreed to wear a face mask is a condition of flying with us this evening. I told him I was not playing games. I told him, this could jeopardize his ability to fly with this airline in the future. I asked him if he understood and he said he did. Later on, after the service, I was going through the cabin picking up trash and observed Passenger X without a face mask. It was not on his face around his neck. It was nowhere to be seen. I looked him squarely in the face. He saw me looking at him and made no move to put his face mask on again. I called the A FA and told her about [the] issue. She came back and told Passenger X to put his face mask on and he did. We conferred and I explained that I had warned him twice earlier. He is connecting to ZZZ tonight or later on this morning. The flight deck has been apprised of his actions.

## Synopsis

Flight attendants reported a passenger needed to be continuously reminded about having to wear a face mask.

ACN: 1753809

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753809

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Detector.Person : Passenger

Were Passengers Involved In Event : Y

When Detected.Other

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

In A position ZZZ-ZZZ1, several passengers approached me during deplaning to tell me that two passengers in seats XX5 and XX6 were spitting and wiping saliva, phlegm, and blood all over their seats, armrests, tray tables, window, and wall. They explained they

were unable to call an FA because they saw this while standing in the aisle several rows behind these people as all passengers waited to deplane. The two passengers were able to exit the aircraft before the other passengers could notify me. I assured them the plane was terminated and would be sanitized for the evening and we agreed that the only thing remaining we could do about it was to notify Operations and request they inform the cleaners of the location to take extra precautions to protect themselves and to sanitize that area thoroughly. The blood [was] intentionally smeared into an X shape on the wall. I presumed the blood came from tearing open a scab or some other small wound. It was a clearly visible amount but didn't indicate heavy bleeding.

By the time [deplaning] was complete and I could go to row XX, most of the moisture from the saliva and nasal secretions had dried and was barely visible, only the blood stood out. Without their notification, and even with the easily visible blood, it would have been impossible to realize the extent to which they had contaminated every possible surface. It would have dried completely had we taken the time to tidy the aircraft first. In our PA about passenger compliance we emphasize seat belts and smoking and perhaps that is outdated and detracts from where the emphasis currently should lie. We state federal law prohibits tampering with a lav smoke detector, perhaps we have a law that prohibits passenger misconduct and could be stated in such a way that explains the criminality (if any) to such behavior. I do not believe those passengers believed they could face any consequence for these actions. Regardless of taking place during a pandemic, at any time this behavior poses a risk to other passengers, crew, and employees.

## Synopsis

Flight Attendant reported that two passengers were observed spitting, and wiping their saliva and blood over their entire seating area.

ACN: 1753783

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 6364

Experience.Flight Crew.Last 90 Days : 97

Experience.Flight Crew.Type : 1712

ASRS Report Number.Accession Number : 1753783

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Training / Qualification

Human Factors : Confusion

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying



Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 14415  
Experience.Flight Crew.Last 90 Days : 179  
Experience.Flight Crew.Type : 3184  
ASRS Report Number.Accession Number : 1753784  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Training / Qualification

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 14965  
Experience.Flight Crew.Last 90 Days : 94  
Experience.Flight Crew.Type : 2899  
ASRS Report Number.Accession Number : 1752844  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We departed ZZZ, Runway X, on the SID (Standard Instrument Departure). Unfortunately we did not catch that the SID Runway X is not authorized for use by Aircraft X Make/Model. There are several holes (traps) that we missed.

We received an ATC (Air Traffic Control) uplink with the SID. In later crew discussion - we believe that this was based on our originally planned runway 1 departure.

Our flight was originally flight planned for Runway Y, via the SID. With a late ZFW (Zero Fuel Weight) increase the working IRO (International Relief Officer) pointed out that we were no longer good to take off on Runway Y, that we needed Runway X. We asked ATC and were cleared out to Runway X.

The takeoff and departure was normal and accomplished with SOP's, with no traffic or navigation conflicts. ATC never said anything about our departure. We didn't see any restrictions on the Jeppesen SID page. I forgot to re-check the 10-7 pages for departure

notes after the runway change. None of us caught the note on the page that the SID is not authorized for Aircraft X Make/Model on Runway X.

On the climb portion, after the turn to the northeasterly portion of the SID (at approximately 5,000 ft.) - the working IRO mentioned that we were not authorized to use the departure that we were already on. We had a quick look and since all elements of the flight appeared normal, we decided to discuss it later in the flight.

We continued on and the flight was terminated in ZZZZ with no further issues or problems. ATC never queried us and I told the crew that I would be filing a report on our return.

Also - I am a relatively new transfer to the ZZZ base, having been displaced recently. When I flew out of ZZZ we never used Runway Y. So I was probably predisposed to use Runway X, and my expectation bias likely had me trusting the ATC upload as valid and legal for the runway as well.

#### Narrative: 2

Our flight plan showed Runway Y as our departure runway and the SID (Standard Instrument Departure). On taxi out we were assigned Runway X for departure and the SID. Bottom line none of us caught that Aircraft X Make/Model is not authorized to fly this SID.

#### Narrative: 3

ZZZ Departure runway changed from Runway Y to Runway X. Assigned SID (Standard Instrument Departure). I failed to notice ZZZ restriction: SID authorized for narrowbodies only from Runway X.  
We flew SID from Runway X.

#### Synopsis

Air carrier flight crew reported inadvertently using an unauthorized departure route for their aircraft type.

ACN: 1753757

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 2500

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 41

Experience.Flight Crew.Type : 7500

ASRS Report Number.Accession Number : 1753757

Human Factors : Other / Unknown

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1753976

Human Factors : Other / Unknown  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

ATC initially cleared flight to 5,000 feet for the departure and this altitude was briefed for the departure. ATC changed the altitude to 2,500 feet on the taxi and the crew dialed the new altitude into the FMS. FO failed to level off at 2,500 feet and topped out at 3,000 feet before correcting back down to 2,500 feet. ATC gave us a vector away from traffic eight miles ahead of aircraft and gave us a climb up to 15,000 feet. Neither crew member remembers hearing the 1,000 foot prior altitude alert. It should not have been inhibited for a flaps 1 condition. Altitude alert functioned normally on next level off. Crew must have missed the alert due to flaps up call-out. The FO had only flown 10 times in the last 90 days with 10 landings.

The crew should have reviewed the field elevation versus the level off altitude and briefed that the level off would occur immediately after flap retraction. FO needs to be extra vigilant with flight performance during this time of low flight hours.

## Narrative: 2

We were climbing out of ZZZ and were cleared to level at 2,500 feet. We had briefed accordingly so there was no change. As we climbed out I made the required 1000-foot call and as we were approaching 2,500 feet, I realized he's not leveling off. I stated we were cleared to 2,500 feet level off. He hesitated then realized his mistake and began to level off. We went approximately 300 feet high, so 2,800 feet. Before I could notify ATC we were told to turn 30 degrees left and continue our climb to 15,000 feet. The rest of the flight was fine.

We both have not flown as much as we would have at this point in time of the year. I believe he had six trips a month for the last three months. I should have been quicker to realize he was not going to level, and should have taken the aircraft when I realized the mistake and we would not have violated the assignment.

## Synopsis

Air carrier flight crew reported experiencing an altitude deviation during departure. Flight crew did not hear the 1,000 feet altitude alert.

ACN: 1753753

## Time / Day

Date : 202007

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

ASRS Report Number.Accession Number : 1753753

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Other Person

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

I have a suggestion to increase COVID-19 related safety. How about we install hand sanitizer dispensers at the bottom of our jetbridges. Passengers and employees could get a squirt right there before they enter the aircraft or after they get off. Obviously there's an expense involved but maybe it's a worth while expenditure.

## Synopsis

Pilot suggested putting a hand sanitizing dispenser at the bottom of the jet bridges to allow people to clean their hands before getting on the aircraft.

ACN: 1753747

## Time / Day

Date : 202008

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 11000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Developmental

ASRS Report Number.Accession Number : 1753747

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Aircraft X was going to ZZZ via uncommon routing to avoid weather. The aircraft was filed ZZZ direct. The aircraft flew through the ZZZ1 arrival corridor. The aircraft entered within the correct altitude parameters, but exited the corridor 1,000 MSL above without a pointout to the ZZZ sector/XX. I believe the event happened because at the time I was taking Approach Control airspace with detailed info being passed to me and my attention was brought elsewhere. Another contributing factor would be the Controller on 3 months off prior and out of practice with normal procedures.

I recommend that there be more training on assuming Approach Control airspace for individuals who do not work mid-shifts. We do not normally have to take over the approach controls until later at night, but with the pandemic we've been assuming airspace sooner in the day. More information for those that aren't familiar with normal procedures may be helpful.

## Synopsis

Center Controller reported an airspace violation and cited having to take approach control's airspace as a contributing factor.

ACN: 1753746

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Flight Phase : Cruise

Airspace.Class B : ZZZ

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Other / Unknown

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (mon) : 11

ASRS Report Number.Accession Number : 1753746

Human Factors : Workload

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Human Factors

## Narrative: 1

FLM was working combined positions and was absolutely inundated with VFRs and IFR aircraft. FLM is a good Controller, but no one could have reasonably been expected to deal



with that number of aircraft safely. Numerous safety events happened during this session. The one I noticed in particular even though I had my own traffic. Aircraft X was told to follow freeway north which the pilot did. He just kept on going and probably went 10 miles north before anyone talked to him. He was out of our airspace in within TRACON airspace. He was also routed through numerous aircraft holding around ZZZ a satellite airport. The OM then seemed to blame the pilot for not calling. No way for the pilot to call if he can't get a word in edge wise.

1. No OT used and we are operating with 3 CPCs and an FLM when normal numbers are 8 and an FLM due to quarantine from a COVID positive. We also had the OM that can't plug in and help if he needs to.
2. The ATM WILL NOT USE TMI for staffing because of political pressure not because it isn't needed. TMI for staffing have been definitely needed especially this week with 15 ish controllers out of 25 on quarantine.
3. The OM knew this was an issue because he called the flight schools the day before to tell them not to fly during certain times the day before and failed to tell them the same thing for this day. The OM failed in very dramatic fashion and threw his own supervisor to the proverbial wolves.

## Synopsis

Tower Controller reported the Front Line Manager was inundated with VFR and IFR traffic while working a combined position.

ACN: 1753742

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Descent

Route In Use : Vectors

## Aircraft : 2

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : IFR

Flight Phase : Takeoff / Launch

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Other / Unknown

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 11

ASRS Report Number.Accession Number : 1753742

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Confusion

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

I put in a release for Aircraft X for Runway XXL. I called on the shout line right away to coordinate for the aircraft departing Runway XXL for winds since we were advertising Runway YYR. No other aircraft was in the airspace. The closest aircraft was outside of 20 miles and west of the airspace. Approach would not give me a release stating the aircraft was ODO [Opposite Direction Operation] with the IFR arrival. Our LOA and procedures state that this is not considered an ODO operation. The aircraft was delayed over 10 minutes for no reason. Upon the arrival landing, the Approach Controller wanted a landing verification before TRACON Controller would give me a release on the aircraft departing Runway XXL. Which is not a requirement from a Tower controlled airport. The Approach Controller also stated I needed to review LOA PROCEDURES for ODO on the shout line. This Controller unduly delayed an aircraft and was unprofessional on the shout line with me over an aircraft needing to depart a different runway. I also know that the TRACON has had a COVID schedule with several days off and then working again so I don't know if it is a proficiency issue.

The Approach Controller needs to review LOA procedures with ZZZ. I would also suggest Controller visit our Tower and try to understand the Tower side of the operation. Controller caused an aircraft to waste gas and prevent expeditious movement of aircraft.

## Synopsis

Tower Controller reported being delayed by the TRACON due to the TRACON not releasing an aircraft resulting in an airspace incursion.

ACN: 1753741

## Time / Day

Date : 202008

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Flight Phase : Climb

Route In Use : Vectors

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Flight Phase : Initial Climb

Route In Use : Vectors

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

ASRS Report Number.Accession Number : 1753741

Human Factors : Workload

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was working all locals combined and I launched the second aircraft a bit too close. I ended up having to give the 2nd guy a couple of turns to get 3 miles. As soon as I had it I shipped them both. The first guy didn't take the switch and then the 2nd guy sped up a little about 10 knots and the TRACON Controller wasn't able to talk to the first guy and I'm pretty sure we lost the 3. It was all around a bad call on my part and I should have just waited on the second guy or run him out on a different heading for longer or stopped his climb or anything like that.

In my defense, I was working all locals combined which I'm not super proficient with because while we were on COVID schedules. I will also note the following:

1. I was working LCW combined with other locals which is supposedly not safe per the district because we can't see the runway.
2. No OT used and we are operating with 3 CPCs and an FLM when normal numbers are 8 and an FLM due to quarantine from a COVID positive.
3. The ATM WILL NOT USE TMI [Traffic Management Initiative] for staffing because of political pressure not because it isn't needed. TMI for staffing have been definitely needed especially this week with 15 ish controllers out of 25 on quarantine.

## Synopsis

Tower Controller working 3 Local positions reported an airborne conflict between two departures.

ACN: 1753735

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 4000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Medium Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Medium Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Trainee

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Developmental

ASRS Report Number.Accession Number : 1753735

Human Factors : Communication Breakdown

Human Factors : Workload

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

The traffic volume was very high for one Controller. I cleared Aircraft X for the visual approach and he didn't start the descent as fast as I thought he would. Aircraft Y was headed north and I noticed it when they were too close, but know that they were not going to come together. I told them about each other and they were not concerned.

The traffic volume was extreme, but this is due to COVID.

## Synopsis

TRACON Controller reported an airborne conflict and cited traffic volume being very high for one Controller.

ACN: 1753682

## Time / Day

Date : 202004

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

## Component

Aircraft Component : DC Battery

Aircraft Reference : X

Problem : Failed

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Airframe

Qualification.Maintenance : Powerplant

ASRS Report Number.Accession Number : 1753682

Human Factors : Confusion

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected : Routine Inspection

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Aircraft X Battery was replaced due to the log book write up, low voltage, APU would not start with low battery voltage.

Storage procedure required battery disconnect not to drain down. Believe this would have



occurred sometime.

These aircraft were parked due to unusual circumstances. Procedures were changing often. I hope a job card is developed to eliminate any future confusion.

## Synopsis

Technician reported an aircraft battery had to be replaced due to incorrect storage procedure.

ACN: 1753680

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753680

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Multiple crew members asked passenger to comply with mask policy during various phases of flight. After 3rd attempt, his demeanor, hostility, and inappropriate language, the

passenger was written up.

The guest had a flagrant disregard for authority from the moment we started the demo when the C FA told him to comply with an FAA policy, and the guest ignored him, when asked for compliance again, this guest just looked at FA and replied "I heard you the first time."

## Synopsis

Flight Attendant reported a passenger did not comply with wearing a face mask.

ACN: 1753676

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753676

Human Factors : Other / Unknown

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Detector.Person : Passenger

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

While in flight there was a medical emergency. Aft FA had just finished with trash pick up, passenger pressed her FA call button. FWD FA went to check and passenger explained she can not breathe and she feels like she was going to pass out. I opened the air vents fully and asked if it was any better, passenger said no, she still can't breathe. I didn't offer water because there was a full bottle on passenger tray table, so I told the passenger to take a drink to see if would help. Passenger then stated she need O2. I told the passenger we have O2 on board, but I have to let the PIC know I'm using it. I called the flight deck told the PIC the situation and he stated I should let him know how the passenger feels after O2 was administered. I asked the passenger if she has emphysema, to which she said no. I also asked passenger if she would like for the aircraft to make an emergency

landing and get medics. Passenger said no she was feeling better with the O2. I secured the O2 bottle in the seat next to passenger and told her to press her FA button if she need anything else or if O2 runs out and she needed more. The AFT FA checked on the passenger on her trash run. PIC called to ensure passenger didn't need medical attention once we land which the passenger declined, as the O2 had her feeling better.

Passenger stated she was wearing her mask all morning in the airport and stated that could have been her reason for not being able to breathe.

## Synopsis

Flight Attendant reported a passenger could not breathe, so oxygen was administered until passenger felt well.

ACN: 1753673

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Safety Related Duties

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753673

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

For landing I sat in XR jumpseat instead of XR forward facing jumpseat. The passengers in the second to the last row were coughing and sneezing and I was concerned for my health and safety. I felt that I needed to social distance. I was unaware that moving to the XR jumpseat for health reasons violated an FAR.

In circumstances such [as] this, we should have provisions in place to protect not only ourselves, but our loved ones at home.

## Synopsis

Flight Attendant reported moving to an unassigned jumpseat for social distancing purposes. The move conflicted with FAR regulations.

ACN: 1753672

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Deplaning  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1753672  
Human Factors : Confusion  
Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Company Policy

## Narrative: 1

The crew was onboard the aircraft while the cleaners were cleaning, we were asked to deplane so 1 cleaner could spray the aircraft, 3 of us were in the first class cabin, not deplaned yet when we noticed the cleaner that was supposed to be spraying was using a misting gun that wasn't misting and he was simply walking down the aisle doing nothing with the sprayer but spraying something from a spray bottle. When I approached the cleaners asking why the sprayer wasn't working, he attempted to show me that it was, the machine spewed everywhere and didn't mist. I didn't want to get him in trouble I just



wanted to insure the equipment was working. After talking with the cleaner I informed company of the issues, company immediately was talking with, I am guessing, a cleaning supervisor at the same time. Cleaning supervisor was being told by the cleaners that the spraying is complete. Basically the cleaner went through the aisle with a mister not misting and reported it done, NOT OK!!!! When a new crew arrived with misting equipment that did work, it took them 2 minutes to mist a whole aircraft. They walked down the aisle only spraying the aisle, they didn't touch the overhead bins, seats or any other crucial areas. What happened to wiping down every tray table and every overhead bin after every flight? Are the cleaners not trained properly or are they just lazy. We also witnessed, not 1 tray table was lowered or wiped down. If we are telling our passengers of our safety procedures, we need to perform our safety procedures.

## Synopsis

Flight Attendant reported concerns with aircraft cleaning and sanitizing procedures.

ACN: 1753653

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 7000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1753653

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was pilot flying on Aircraft X, XX passengers, the first flight of our day. While hand flying the departure on a 320 heading vector to 7,000 feet, past 5,000 feet and approaching 6,000 feet we received a traffic advisory from ZZZ departure control. Approaching 6,000 feet (approximately) on the way to 7,000 feet we received a TCAS annunciation for the aircraft that ATC reported, which was immediately followed with a TCAS resolution advisory ('Level OFF' commanded). I remember seeing the aircraft on the MFD when first reported at 11 o'clock and 1,400 feet above our altitude, which the Captain and I later discussed as likely being at 7,500 feet. The time that it took from receiving the first traffic advisory from ATC to complying with the TCAS RA and receiving 'clear of conflict' from memory appeared to be approximately less than 10 seconds. The Captain copied the next instructions from ATC and reported that we received a TCAS RA.

There were multiple errors that I failed to mitigate. I should have briefed that with a reduced passenger and cargo load, and a lower temperature than recent flights, performance would be substantially greater. I could have opted to engage the autopilot above 600 feet and allow myself more visibility to achieve a greater situational awareness. Looking back, I was fixated on airspeed to conform with the company profile of accelerating to 250 knots and I omitted the VSI which indicated an excessive rate of climb for that altitude and within the terminal area. Having a proper scan would have allowed me to recognize the rate of climb and reduce thrust out of climb detent appropriately since I was using the speed mode (climb) of the autopilot per company profile. The threat of reduced loads was already highlighted multiple times in company documentation and safety publications specifically related to the environment created by the COVID-19 pandemic and should have been trapped. Loads have been solid at YY passengers for the last month and all flights today were XX or less passengers, equivalent to March lows when the bulk of similar events were highlighted.

During debrief with the Captain (pilot monitoring), he said that he intended to call out the excessive rate of climb, but the traffic advisory, TCAS alert, altitude chime (1,000 feet prior to ALTS), and TCAS RA all came in at nearly the same time and didn't allow space to talk.

## Synopsis

First Officer reported receiving an RA and overshooting the assigned altitude by 500 feet due to a light load.

ACN: 1753593

## Time / Day

Date : 202007

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 10000.60

Experience.Flight Crew.Last 90 Days : 74.57

Experience.Flight Crew.Type : 6000

ASRS Report Number.Accession Number : 1753593

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

A passenger refused to wear her mask. The aft Flight Attendant asked the customer to wear her mask, customer refused. The aft Flight Attendant was communicating via her electronic device to operations in ZZZ. A Supervisor came to the plane. Customer initially claimed to have a medical condition, customer then said, she purchased the ticket prior to our mandatory mask policy was put in place therefore she was exempt. The customer service Supervisor never communicated with the cockpit. We had to ask the gate agent what happened after the Supervisor left. The Supervisor decided to let the customer fly without wearing a mask.

Other customers were not pleased. I feel this set a terrible example to the other customers onboard and did not support us.

## Synopsis

First Officer reported a passenger was not complying with wearing a face mask pre-departure and was ultimately allowed to fly without having to wear it.

ACN: 1753581

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 34000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 32

ASRS Report Number.Accession Number : 1753581

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Human Factors

## Narrative: 1

I was working 3 sectors at ZZZ Center, owning FL350 and above. The only other sector open was ZZZ1 HI, who had all the other high and low altitude sectors in our area, FL340 and below. Traffic was extremely slow. I took the handoff on Aircraft x at FL350 going direct ZZZ2 landing at ZZZ3. The route of flight went through ZZZ4 HI and then into a different Center. I double checked the Centers LOA about altitudes for ZZZ3 arrivals. They are supposed to be at FL290. I thought about leaving the aircraft at FL350 with an appreq to the other Center, but then thought that I should follow the normal LOA, so I put in FL290 in the data block. Put the electronic point out to ZZZ4 HI, issued the altitude for FL290, and handed off the aircraft to the other Center. Other Center accepted the point out and then I frequency switched Aircraft X to other Center. ZZZ1 HI then asked me if I worked Aircraft X and said point out approved. I violated ZZZ1 HI.

After XX years of briefings about being extra cautious when traffic is very slow and being extra cautious during unusual situations, I made an error by not being extra cautious during a very slow session and unusual configuration. It sounds so simple to work minimal traffic at only FL350 and above. However, other sectors were also confused by this unusual configuration. This should have been a glaring clue to me to be extra cautious!

Around [Year], my old area had a floating area of FL330 shared between ZZZ4 HI and [the area the reporter is working]. The floating area would be assigned to a sector accordingly to balance traffic loads. I remember working [the area the reporter is working] back then and clearing an aircraft to FL330. The ZZZ4 HI sector heard my clearance (we were trained to speak loudly so others around us could hear what we were doing). ZZZ4 HI verbally reminded me that they had the floating area of FL330. I amended the altitude of the aircraft and handed the flight off to ZZZ4 HI. After that incident, I then used a grease pencil on my radar scope to write the altitudes I owned. I was utilizing a visual tool during an unusual situation. Later on, because of all the confusion to adjacent sectors, the floating area was discontinued. I then stopped the visual cue of writing the altitudes on my scope.

Back to 2020: With working an unusual schedule and working unusual sector configurations due to the coronavirus, I need to practice extra caution every time I sit at a sector. It would have helped me to have an extra visual cue on my radar scope last night. We normally work our area split north and south, with each of us working low to super high altitude sectors. I erroneously acted like I owned the southern half of my area. Drift occurred. From now on I will use a visual cue to help remind me of unusual sector configurations. Habits are so ingrained; extra caution must be used to prevent errors from occurring. I am embarrassed that I did this. I am thankful that no other aircraft were in conflict. I will use the extra visual cues like I did in [year].

## Synopsis

Center Controller reported an airspace violation and cited an unusual sector airspace configuration contributed to the event.

ACN: 1753572

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 185

Relative Position.Distance.Nautical Miles : 4

Altitude.AGL.Single Value : 900

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 12000

## Aircraft : 1

Reference : X

ATC / Advisory.CTAF : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Training

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class G : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.CTAF : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : None

Flight Phase : Descent

Airspace.Class G : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Instructor

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument



Experience.Flight Crew.Total : 3500  
Experience.Flight Crew.Last 90 Days : 200  
Experience.Flight Crew.Type : 2000  
ASRS Report Number.Accession Number : 1753572  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Training / Qualification  
Human Factors : Workload  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Conflict : NMAC  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Miss Distance.Vertical : 500  
When Detected : In-flight  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

Aircraft X was conducting IFR approach training in VFR conditions. I was the CFI and I was providing separation and sequencing for traffic while monitoring the student pilot (who was simulated IFR).

We were authorized and cleared by Approach to conduct the LDA-XXR approach into ZZZ. Approach vectored us onto several headings as well as advising us they were vectoring us through the final approach course for sequencing of additional aircraft at ZZZ. Approach had just cleared another aircraft ahead of us into ZZZ via the RNAV- XXR.

I obtained ATIS at ZZZ which reported Runway XX in use and wind 280 @10, 10 SM visibility.

Approach cleared us with a vector heading to intercept Final Approach course into ZZZ, while at the same time advising us ZZZ Tower was now closed and we should maintain VFR, and separation or advisory service was cancelled. We were instructed to switch to ZZZ CTAF.

When we switched to ZZZ CTAF, we noted that there were several aircraft in the VFR traffic pattern for Runway XXL. We made advisory traffic calls indicating we were inbound for a practice LDA-XXR approach and would be conducting the published missed approach with a right hand turn out back to the ZZZ VOR. We made at least (3) of these advisory

calls.

I told my student to expect us to sidestep to the right of Runway XXR when we reached the final approach fix (ZZZ-VOR) and we would not descend below 900 feet. (Final approach minimum descent for straight in approach is 780 feet.) My student misunderstood the "sidestep" instruction and during this confusion we were late to make the sidestep maneuver and we unintentionally descended to 800 feet.

Just as we crossed the (ZZZ-VOR) I saw an aircraft headed directly toward us (approximate same altitude) and directly over Runway XXR apparently on downwind in a right traffic pattern near the approach end of Runway YYL for Runway XXL at ZZZ.

I also heard an aircraft advising that they would yield to the inbound LDA traffic to assist in separation. I was perplexed that the existing traffic appeared to be conducting right hand traffic for XXL since the FAA Airports Directory advises left hand traffic for XXL.

I decided that any further pursuit to complete this LDA-XXR approach was no longer prudent and I instructed my student to immediately initiate the published missed approach (right hand turn) and simultaneously I heard an unknown aircraft angrily advising we overflew his aircraft with less than 200 feet separation. I assume that aircraft was turning on to right base for runway XXL. I did not see that aircraft. However, I could still see an aircraft directly in front of me and directly over Runway XXR about midfield and at approximate same altitude.

There were several heated exchanges of radio traffic and someone demanded ATC traffic tapes be pulled to review this event. Whoever reported the 200 feet near miss also concluded that we should never have even attempted the LDA-XX approach in the first place because sequencing could not be successfully accomplished.

In my opinion, this circumstance/event became dangerously compromised because of the unusual ZZZ closed Tower operations and the infrequent non-towered airport operations by VFR traffic during daylight conditions at ZZZ. I also believe the recent closure of the tower today (at XA00 local) caused some confusion by all who were conducting work in the traffic pattern.

I will not conduct any further IFR practice training approaches at ZZZ as long as the ZZZ Tower is closed and non-functional. I highly recommend that ATC advise no further practice approaches will be conducted at ZZZ during the closed tower hours.

## Synopsis

Instructor pilot reported a NMAC with an aircraft on final at an airport with the Tower closed at the time of the event.

ACN: 1753517

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753517

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passengers in row XY did not comply with the mask rules on multiple occasions. Masks were present but not being worn properly. This also caused a separate passenger to

become uncomfortable and resulted in that passenger confronting crew in the galley. He was not happy and felt like we weren't being harsh enough with the mask rule. We ended up giving a final warning to the passengers about masks before the flight was over.

## Synopsis

Flight Attendant reported two passengers were not compliant wearing face masks during the flight. Another passenger was uncomfortable with them not wearing the face masks and confronted the crew.

ACN: 1753516

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753516

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Only served sealed beverages during service and no coffee. I did not feel safe serving coffee at this point in the COVID-19 pandemic and was advised by the A Flight Attendant that they fought against extending inflight service. No additional information. Will continue to own safety during these trying times.

## Synopsis

Flight Attendant reported only serving sealed drinks and no coffee during flight. Flight Attendant did not feel safe serving coffee.

ACN: 1753514

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753514

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During service, passengers removed their mask in order to answer what they would like, coffee orders extended length of time in aisle, passengers who asked for coffee or tea did not wear masks while waiting for beverage to cool down. Many passengers did not abide by waiting to remove mask until FA completed their row.

Remove added service, keep it simple. Remove coffee and tea at the very least. Water, coke, Diet Coke should be only offerings.

## Synopsis

Flight Attendant reported passengers taking off their face masks to order coffee or tea and then waiting for it to cool off, without face masks on.

ACN: 1753512

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753512

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1



Non-rev seated in X3 came on board with his mask down to his chin, not covering his nose and mouth. Waited several minutes once he took his seat to see if he would place mask over his mouth and nose and he didn't. I then proceed to go over to him after making the mask policy announcement and state for him to put his mask up covering his nose and mouth. He does for the time being. Once I start my service, I notice his mask is not covering his nose. He didn't eat or drink anything throughout the entire flight. I feel as flight attendants we have enough to do in policing rev passengers and shouldn't have to police for passengers who work for the company and understand the mask policy and not want to comply. Employees trying to get away with not complying with the policy. It's getting out of hand.

## Synopsis

Flight Attendant reported a non-revenue passenger was not wearing a face mask and had to be told to comply with the policy.

ACN: 1753511

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753511

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passengers in seats XYZ, during compliance check, they did not have masks on. Mother was told it is mandatory throughout the flight. She didn't know where she put it. She was informed that the X year old must also wear one. Again she didn't know what the child did

with it. The Y year old doesn't have to wear one. This FA obtained two for her from the galley. She had found hers. The Y year old yelled out he wants one so was given one.

During service, Passenger X was not wearing a mask. She was informed again that the masks must be worn through duration of flight as it is policy. She responded "How come nobody at the gate told me that. I have a medical condition. She was informed that when she booked the travel, a notice comes out saying that you must go to the gate over an hour before the flight and speak to a medical doctor that will determine if you can be excused. She did not respond. Her daughter was informed that she must wear the mask. The mother says she keeps breaking it. She was informed of the policy and lack of compliance on other flights have forced planes back to the gate and we don't want that to happen here so we need the masks on for the whole flight.

The FA checked and advised the mother that Y year olds must wear the mask. The X year old responded "He's Z [years old]!" Even more so I said. The mother was shown the mask policy and told that she has been told at least three times that this is mandatory. This FA walked away to give her time to read it. It was explained to the children that many people have gotten sick and this is important to keep everyone safe. We know it's hard but it is for everyone's safety. The mother got up to place mask on child saying good luck with that. She continued to get up several times to attend to the children. The CA was informed. He made an announcement regarding the mandatory use of masks on all flights. Dispatch was notified. At landing, her son stated it's fun wearing masks! The mother said loudly No it's not !

Compliance issue. Passenger refused to comply with wearing a mandatory mask giving excuses for not wearing masks as a family.

## Synopsis

Flight Attendant reported having trouble with a mother and two young children wearing face masks on the flight.

ACN: 1753507

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753507

Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger was coughing profusely with mouth open. Passenger, was not wearing a mask during flight. This FA told the parents it is mandatory. She was brought a mask from the galley. They were shown that it is mandatory for any child over 2 to wear a mask. The child struggled with the parents and kicked this FA. This FA asked if they had a mask for the child. The dad said they have masks. The child broke one mask given to her. They

were given another mask and suggestion made to tie the back so it would fit her better. The child continued to struggle. As trash was collected, it was noted that the father had a little pink mask in his hand. The mother tried to put the mask on but only tried to hold it in front of the child's mouth. It was explained that virus is spread through coughing and the child may be exposing these passengers to a virus. Before sitting for descent, the FA asked if she had it on and the mother said no. The child continued to scream. The parents said that in the previous flight, the FAs allowed them to have child NOT wear a mask.

## Synopsis

Flight Attendant reported that a child was not wearing a face mask and was coughing. Parents attempted to put mask on the child, but were not successful.

ACN: 1753506

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753506

Human Factors : Communication Breakdown

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

First Officer seated in the passenger section dressed in his uniform deadheading back to ZZZ, did not have his mask covering his nose and mouth the entire flight back to ZZZ. He did not eat or drink anything. I eventually had to tell him to pull up his mask and which he gave me a crazy look.

I feel as flight attendants we have enough to do in policing revenue passengers and shouldn't have to police for passengers who work for the company and understand the mask policy and not want to comply. Employees trying to get away with not complying with the policy. It's getting out of hand.

He gave me a look, but he put his mask on.

Make sure the First Officer understands, abide by the rules, and starts taking the policy serious or else lose flight benefits for not complying. It's not a good look for passengers seeing pilots dressed in uniform not complying with the policy.

## Synopsis

Flight attendants reported that a deadheading pilot did not follow face mask policy during the flight.

ACN: 1753488

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Cabin Lighting : High

## Component

Aircraft Component : Galley Furnishing

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1753488

Human Factors : Workload

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1



I very infrequently fly A position, had an unaccompanied minor that was going to be a through passenger. Also concern with weather. Our FA-C had come through picking up disinfectant wipes from customers, and I had both doors. Due to COVID, FA-C was in first row for social distancing, thus only one set of eyes double checking all secure galley. Upon takeoff the trash door came open, but the trash bin did NOT move from stowage location. As soon as it was safe I secured the door, with NO EVENT OCCURRING. Basically human error.

## Synopsis

Flight Attendant reported that during takeoff the galley trash door opened but the trash bin did not move.

ACN: 1753367

## Time / Day

Date : 202007

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

Function.Ground Personnel : Airport Personnel

ASRS Report Number.Accession Number : 1753367

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

## Narrative: 1

There have been numerous instances of the ramp break room running out of cleaning materials. I have asked management to provide these materials, but we continue to run out. As of now we have one bottle of soap that was found on a cleaning cart and a few napkins that will not last the next hour.

## Synopsis

Ground employee reported there is a lack of cleaning supplies in the ramp break room.

ACN: 1753364

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1753364

Human Factors : Other / Unknown

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

We have to check our temperature before coming into work. I have seen some personnel bypassing this procedure. I asked a team member, he was told not to worry about them. It's a procedure management put out [and] it's mandatory for us. Why not the others? If none of that group gets their temperature checked, we can not work with them.

## Synopsis

Ground employee reported that some personnel are allowed to bypass the temperature check.

ACN: 1753361

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Vehicle Driver

ASRS Report Number.Accession Number : 1753361

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Ground Personnel

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Staffing

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

The company needed to pull record numbers of aircraft out of service because of COVID-19 reduced loads by about XX%. Because of that the towing team has been inundated with work. We have planes parked in remote areas across the entire airport that were not designed for aircraft storage. I could almost justify it if these were one time moves for planes being parked long term, but as it turns out we seem to be rotating about YY% of them in and out of service a couple times a week. The places we are working in do not have lead in lines or stop marks for any of aircraft types so we are forced to use our best judgment on what safe distance is between aircraft, and where to stop them. There is no standard operating procedure on how much space there has to be between aircraft so we are winging it as best we can. Instead of following taxi [lines] or lead in lines that were orchestrated for the safe movement of aircraft, we are having to choose cracks in the

concrete to use as a reference in the hopes that it will give us the clearances that we need to reach our destination safely. We are working shorthanded about ZZ% of the time. I understand the company needs to cut costs. I do find it a bit odd that we do not even have a safety advocate in times like these when we probably need them most. We had one prior to COVID, but [the individual] has since been put back on the team numbers to move planes. We do have safety procedures in place that work really well in conventional times, but nothing we are doing now could be considered conventional. It would be nice to have an advocate we could turn to for advice and concerns.

The warning system is in place in all our tugs and are always used by the drivers and observers, but with our increased workloads we are using setup crews to help reduce the time it takes for each move and they don't have the warning systems at their disposal until the aircraft has arrived.

## Synopsis

Ground employee reported large numbers of aircraft are being moved in and out of storage without proper procedures in place.

ACN: 1753360

## Time / Day

Date : 202007

## Place

Locale Reference.ATC Facility : ZZZ.Tower  
State Reference : US  
Altitude.AGL.Single Value : 1000

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : GPS  
Nav In Use : FMS Or FMC  
Flight Phase : Parked  
Route In Use : Direct

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 1280  
Experience.Flight Crew.Last 90 Days : 22  
Experience.Flight Crew.Type : 1280  
ASRS Report Number.Accession Number : 1753360  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Two passengers were non compliant with the face mask policy. When approached by one of my FA's, they verbally abused the FA and shouted obscenities. FA briefed me on the incident. I had a Supervisor get involved, and although the family promised they would be compliant with the face mask policy, the flight attendants were adamant that the verbal abuse would continue. I elected not to take [the] incident airborne, so I had them removed from the aircraft. The FA's informed me that several passengers in that area were thankful the issue was being addressed and that passengers were removed.

## Synopsis

Air carrier Captain reported two passengers became verbally abusive to the flight attendants when they were asked to follow face mask policy.

ACN: 1753326

## Time / Day

Date : 202007

## Place

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

## Aircraft

Reference : X  
ATC / Advisory.TRACON : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Nav In Use : FMS Or FMC  
Nav In Use : GPS  
Flight Phase : Descent  
Route In Use : Direct  
Airspace.Class B : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1753326  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

Narrative: 1



Descending into ZZZ, the Controller was very difficult to understand. It sounded like he was wearing a mask while attempting to communicate. Every instruction we were given I had to verify. Some instructions were more or less difficult to decipher than others. Due to the divisiveness associated with the mask issue, I chose not to remark on the radio about not being able to clearly understand all of the instructions. I simply verified each instruction while clearly annunciating.

Inability to understand ATC instructions appears to be a Safety threat. I have no way of knowing if the Controller was wearing a mask or not, but all other transmissions from other aircraft and other Controllers were clear. I have heard that controllers may begin to wear them, but that is unverified. In the event that this is the case it presented a clear barrier to communication, which seems to pose a significant Safety threat.

## Synopsis

Air carrier Captain reported difficulty understanding ATC instructions possibly due to the Controller wearing a face mask.

ACN: 1753255

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Flight Phase : Parked

Route In Use : Direct

## Component

Aircraft Component : Door Warning System

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1753255

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Workload

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We waited over 35 minutes for an aircraft swap due to a broken lavatory. Once we got a new aircraft, the cabin was very hot. We took several minutes to let the aircraft cool with the APU. My first flight with the FO. I had been off for two weeks (due to COVID), so I took some time to get all set up and start with solid Crew Briefings for FAs and FO. During pushback, FA called to say the banner on the aft door snap was broken. She told me that it was no big deal right now and I assumed I could look at it upon arrival into ZZZ1.

The aircraft was terminating in ZZZ1. During the flight after thinking more about it, the item should have been resolved in ZZZ. I believe the long delay for Maintenance (swapping aircraft) led to the push to get the aircraft to ZZZ1. Upon arrival, after looking at the aft door, we noticed that the lower snap had been installed on the wrong side. I called Maintenance Control and we coordinated Contract Maintenance with ZZZ1 Ground operations.

## Synopsis

Air carrier Captain reported departing with an inoperative safety item that should have been inspected by maintenance prior to departure.

ACN: 1753211

## Time / Day

Date : 202004

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 2300

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Weather Elements / Visibility.Other

Light : Daylight

Ceiling.Single Value : 10000

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Route In Use : None

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft.Other

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Flight Engineer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 21711

Experience.Flight Crew.Last 90 Days : 8

Experience.Flight Crew.Type : 480

ASRS Report Number.Accession Number : 1753211

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected.Other

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Due to pilot oversight, my VFR transponder certification went overdue. The aircraft was not operated within Class B airspace and never entered within the 30 NM veil surrounding any Class B airport. Additionally, non-towered airports were transited during this period. The oversight occurred during the Corona virus COVID-19 lock down. I have instituted a tracking system which will help me to better track future mandatory inspections.

## Synopsis

Pilot reported VFR transponder certification went overdue due to COVID-19 lockdown.

ACN: 1753200

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 1000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.CTAF : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Initial Climb

Airspace.Class G : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 1520

Experience.Flight Crew.Last 90 Days : 14

Experience.Flight Crew.Type : 230

ASRS Report Number.Accession Number : 1753200

Human Factors : Confusion

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

ZZZ airport is currently undergoing major construction, with numerous runway and taxiway closures. ZZZ has multiple intersecting runways and a high historical instance of runway incursions.

Additionally, Tower hours of operation and staffing are reduced due to COVID-19. Tower closes at XA:00 local time, fairly early for summer operations. With tower closed airspace reverts from Class D to Class G.

ZZZ has 4 runways XXL/R, YYL/R, ZZL/R and AAL/R. Runways XX which are the prevailing wind runways are right pattern for XXR and left pattern for XXL. There is a note in the Chart Supplement that closes all runways except YYL / XXR when Tower closed and changes the pattern direction from right traffic to left traffic for Runway XXR.

On the day of the flight I spent extra time reviewing NOTAMs for the airport given the construction and Tower closure (Class G operations were in effect during my flight a little after XA00). I was planning a short flight, but spent a good bit of time familiarizing myself with alternative taxi routes, self announce procedures, no-tower operations, etc.

The startup, taxi, runup and takeoff from XXR were normal. Unfortunately I had missed the note about the change of pattern direction and planned a right downwind departure more in line with my departure direction (vs. left pattern operations prescribed after Tower closure). There were no other aircraft in the pattern and the departure was normal otherwise.

Upon return for landing, there was one additional aircraft in the pattern using left traffic for XXR. I queried them about the pattern direction and they mentioned the left traffic for XXR after Tower closure. I made several landings in the pattern using left traffic on XXR and the remainder of the flight, landing and taxi back was normal.

After shut down, I pulled out the chart supplement and found the note about the left traffic after Tower closure.

Contributing to my error were the following:

\*Complacency with home airport. I have been flying out of this airport and instructing for XY+years and thus felt familiar with all the notes about the airport.

\*Lack of recency with non-towered operations at the home airport. It had been probably X+ years since conducting night operations at the field when the Tower was closed and the single runway and revised traffic pattern were in effect.

\*Delays in my arrival to the airport before the flight and aircraft departure created an expectation bias that I was going to conduct the flight during tower operating hours and thus prevented me from thinking through all the implications of non-towered operations in the middle of the day.

Lessons learned.

\*Conduct a periodic review of home airport chart supplement for any possible changes over the years or just as a refresher. This goes for airports that I often visit and feel comfortable.

\*Add a thorough review of the chart supplement notes in addition to NOTAMS when operations are "out of the ordinary"

\*Include chart supplement in the loop with preflight review. The change of pattern direction note is either not in preflight or not easily found.

## Synopsis

Pilot reported flying the approach traffic pattern in the wrong direction after Tower had closed.



ACN: 1753198

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 241

Relative Position.Distance.Nautical Miles : 4

Altitude.MSL.Single Value : 3000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Turbulence

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 12000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Personal

Flight Phase : Climb

Airspace.Class E : ZZZ

Airspace.Special Use : XXXX

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 471

Experience.Flight Crew.Last 90 Days : 2

Experience.Flight Crew.Type : 322

ASRS Report Number.Accession Number : 1753198

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Airspace Violation : All Types  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Exited Penetrated Airspace

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While on climbout from ZZZ, I activated the autopilot at about 2.2 nm from ZZZ by pushing the reverse course and uploading it to the GNS-530. The autopilot engaged and then turned the plane from the runway heading of 260 to a heading of 217 to intercept the course at heading of 241. When the autopilot turned to course 241 I was at about 3,000 feet MSL and was entering R-XXXX. About 30 seconds later I realized my that I was in R-XXXX and took action to climbout of R-XXXX to the min altitude of 3,999 feel MSL. I was able to climb above 4,000 feet in about 30 seconds and climbed out the R-2XXXX. During this time I was still on ZZZ UNICOM. I was not able to communicate with ZZZ TRACON well past R-XXXX. I do not know if R-XXXX was active when I flew through it...and I did not ask ATC when I received flight following to ZZZ1 a few minutes later.

This violation of airspace was caused by two actions:

- 1- On my flight out, I used a feature of Foreflight to plot out the procedure to enter the traffic pattern on Runway XX. When Foreflight plotted this course out it went around R-XXXX. When I reversed the course to take me back to ZZZ1, Foreflight plotted me directly through R-XXXX. My failure to fully understand how the software works and making an assumption that it would take me back on the same course around R-XXXX was an error in my judgment.
- 2- My lack of situational awareness played a large part in this. During the climbout the air was turbulent and I was getting bumped around a bit. This in combination with trying to change the radio to ZZZ TRACON, I lost track of where I was at and made assumptions about where I was flying. I fell into the trap of trusting the autopilot but not verifying where it was going.

My lessons learned for this flight are as follows:

- 1- When plotting a return course, do not attempt to do it in the air, take 5 minutes and do it on the ground verifying that the course is what I expect and does not take me where I am not supposed to be. In other words, slow down for I was trying to get back to the airport at a certain time to meet someone...I should have kept them waiting 5 minutes as I did a proper flight plan home.
- 2- I have not been flying a lot in the last 6 month (COVID-19 has seen to that) and I was feeling a little behind the plane on this flight. I should have brought a CFI or a safety pilot with me to check me and help me regain my proficiency.

## Synopsis

Pilot reported entering restricted airspace and referenced lack of flying as a contributing factor.

ACN: 1753173

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753173

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

Narrative: 1

We were boarding our flight, already delayed because the inbound flight was late arriving. I was tracking our boarding progress. I saw 2 non revs waiting for seats and I sent a message to the gate agent to see if the airline non rev was going to get XX [seat]. The gate agent said that it was blocked "but it was up to the flight attendants." I apologized for not knowing that it was blocked, but that it was ok with us.

Then the other non rev boarded the plane. Her seat assignment was the aft flight attendant jump seat. I questioned her and she said that she was an airline flight attendant. I told her that we have had the aft FA jumpseat blocked for pandemic purposes and it's only for our airline employees and the FAA.

There was a Ground Agent that was listening to our conversation and he used his radio to contact the boarding agent. She responded with "The Captain said she could sit in the forward jump (flight deck)."

I was pretty concerned that a flight attendant from another airline was given authorization by the boarding agent to sit in the flight deck.

I questioned the Captain about this apparent new procedure and he said, "NO"!

After we, the flight crew, denied allowing the other airline flight attendant to sit in the flight deck, the gate agent then denied the first non rev to sit in XX.

The boarding agent authorized and attempted to put a non-authorized person in the flight deck.

## Synopsis

Flight Attendant reported issues relating to non-revs and where to seat them.

ACN: 1753172

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1753172

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

We had many passengers in main cabin to serve the service. Most of the passengers took their masks off to order their drinks with us. Even after the announcement "Please leave your masks on until the Flight Attendants complete service at your row."

Bring the menu book back on each seat, to use as sign card between the passengers and FA, so they just point it to us and show us, instead of taking off their masks having the need to be heard properly through the masks which is the new way to communicate for all of us.

## Synopsis

Flight Attendant reported that when passengers were ordering their drinks, most of them took their face masks off, even though an announcement was made to leave masks on.

ACN: 1753163

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753163

Human Factors : Confusion

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy



## Narrative: 1

On our flight from ZZZ to ZZZ1 there were several passengers in the back of the main cabin put in rows next to one another who did not know each other. One woman was standing up and refusing to sit next to a stranger.

The AFT FA noticed a lot of crowding in the back and asked if passengers were traveling together. Three different rows (both sides of XX and XY C & D) said they did not know each other.

Passengers were placed next to strangers with no social distancing.

The AFT sent a message and we were told a Customer Service Representative [CSR] was coming to talk to us. We then conferred. When the CSR, came down, she said company was filling to XX% capacity and if they didn't have family members traveling together they had to put strangers together. I explained that every other gate agent had told me we did NOT put anyone next to each other who was not traveling together. She said well, we try, but if we can't then we fill to capacity. Neither the AFT nor I were comfortable with this, but she said that was the policy and left. I then went back to explain the policy to the passengers. The woman in XXB was still not comfortable but said she couldn't take another flight as she had to work in ZZZ1. I went back to the front, conferred with my FA and spoke with our Captain. He also believed that we didn't seat people next to each other that weren't traveling together and went up to the gate to speak with the agents and call his Chief Pilot. The FWD was communicating via text with our base manager and I called my manager to try and get clarification on our policy. The CSR came down for a second time, seeming agitated, and said she had made an announcement earlier and no one had objected. She then went to the rear and when she came back up said that everyone was "fine with it" and left. The Captain, the AFT and I agreed to go but that we would all fill out reports.

We need a clear written policy on distancing and grouping in smaller craft. Passengers have told me many times the reason they are flying with us right now is because of our distancing and safety precautions. On the small aircraft we cannot claim to be social distancing if we are shoving strangers together in the main cabin with their shoulders and elbows touching. Just because someone could only afford an economy ticket doesn't mean they deserve to get sick.

## Synopsis

Flight Attendant reported seating issues and concerns with the close proximity of passengers when boarding the flight.

ACN: 1753148

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753148

Human Factors : Troubleshooting

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

A couple along with their lap child got on the plane toward the end of boarding. Their assigned seats were X1 and X3. They wanted to sit together and they asked the man in X4 if he would be willing to switch but he said no. I talked to the gate agent and asked if Y3

was still being blocked off for social distancing. The gate agent said that it was blocked off. The man in Y4 said he was willing to switch but I informed everyone about the seat being blocked and Passenger X got argumentative with me asking why they couldn't move. I apologized and told them that it was blocked for social distancing for the flight attendants. He got upset and asked me for my name. In flight he was busy with the lap child so I gave his wife my name and employee number. About halfway through the flight they both had their masks off and they were not eating or drinking anything. I had my B Flight Attendant tell them to put their masks on because they didn't have an issue with her. Passenger X informed her that his broke so she gave him a replacement.

## Synopsis

Flight Attendant reported a passenger became argumentative when told they could not switch seats due to social distancing.

ACN: 1753103

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1753103

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

At level cruise we received a call from our #1 FA that we had an incident in the cabin with a non-compliant passenger. The passenger had a coach seat assignment but had taken a seat in a main cabin extra row. Our #1 FA asked him to move back into an unoccupied

seat a few rows back. The passenger got verbally abusive and made physical threats peppered with loud obscene language. Our FAs did not feel safe and specifically because of the physical threats.

Over the years I have learned to trust our FAs when it comes to passenger relations. Every time they've flagged a passenger as a potential problem they are almost always correct and the passenger becomes a worse problem airborne. Flying during the COVID pandemic has been stressful, and I believe that may have been a factor. Interacting with masked people is a barrier to clear communication and misunderstandings can easily flare up into confrontations. That being said, our co-workers deserve to be treated with respect and verbal/physical threats will not be tolerated.

We have a lot more new customers flying these days due to the decreased fare prices. Customers who have never flown before are unfamiliar with societal rules we crew members take for granted. This can lead to misunderstandings and inappropriate confrontations. Perhaps a simple video guide for new customers to watch before boarding would address passenger expectations? As a long time airline employee it can be difficult to remember how strange the airport/airline environment is to new customers. We should welcome new customers and accommodate their need for information to manage their expectations.

## Synopsis

Air carrier Captain reported having non-compliant passenger.

ACN: 1753101

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1753101

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

At the gate in ZZZ, a Flight Attendant comes up and tells me about a passenger issue regarding a passenger who wasn't wearing a mask. Evidently this passenger had been flagged for noncompliance with the mask policy on a previous flight. The Supervisor came and told me that she had counseled the passenger and boarded her. I saw the passenger board without her mask and pointed it out to the Supervisor. The Supervisor turned and reminded the passenger again that her mask needs to be in place. The passenger complied. I asked the Supervisor what her gut level feeling was and she answered that she thought the passenger could be a problem. I asked why are we boarding her then? At that point, a Flight Attendant went back and had a discreet discussion with the passenger, advising her that we were ok with her flying, but only if she wore her mask. She complied and slept most of the way to ZZZ1. We did depart one minute late, and the delay message referenced our needing to deal with this passenger.

Two other people were also non compliant. A couple boarded with masks pulled down and while carrying coffee cups. The man asserted that he knew airline policy and if he was drinking, he was exempt from mask usage. The Flight Attendant told him that it's only for active drinking, not just holding the cup. Initially, he was dismissive of her instructions, but eventually he and his companion did put their masks up. By the end of the flight, he and the Flight Attendant had a respectful discussion about the policy.

The Supervisor knew the first passenger had caused trouble yet boarded her anyway. Certainly the agent saw the other couple board while not complying with the mask policy. I feel there still isn't enough specific guidance on mask usage.

The airline needs to be very specific with passenger expectations regarding mask usage. It's a hot button issue and it creates division among the other (compliant) passengers which could lead to an inflight altercation and diversion. The mask policy is also creating a lot of chances for passengers' noncompliance with crew member instructions. People look for loopholes. The airline needs to be very blunt and specific, vs leaving it to the cabin crew to play the role of babysitter. It distracts from their primary safety role.

## Synopsis

Air carrier pilot reported being advised about a possible non-compliant passenger regarding mask wear.

ACN: 1753069

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 33000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Light Transport

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 4.5

ASRS Report Number.Accession Number : 1753069

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Confusion

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1



Aircraft X was given a descent to FL330. After switching the aircraft to sector XY I observed the datablock display altitudes below 330. Upon calling the Controller, they stated that they were unsure of what the aircraft was doing. Subsequently, I called sector YY that had previously approved a point out on the aircraft and received approval for control for lower. I believe the pilot gave me a good readback.

I am unsure of whether I was wearing a mask at the time or not as activity in the area fluctuates, and social distancing cannot be maintained, my mask comes and goes. It is plausible that I was wearing a mask at the time. Despite, what I felt was a good readback, I could foresee my words being muffled due to wearing a mask. Therefore, it is possible that a pilot could mishear what I said.

## Synopsis

Center Controller reported an altitude excursion and referenced wearing a mask may have muffled the transmission.

ACN: 1753022

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Check Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 16000

Experience.Flight Crew.Last 90 Days : 180

Experience.Flight Crew.Type : 7850

ASRS Report Number.Accession Number : 1753022

Human Factors : Workload  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Ground Conflict, Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

After transfer of control between Ramp and Ground, we were instructed to taxi Runway XXR via [X,Y,Z,] cross Runway XYR and hold short of Runway XXR. Aircraft Z was taxiing into the ramp at [XY] and behind him Aircraft Y was taxiing on [Y], neither we nor the Aircraft Y received instructions on who would be following who, and we had a converging course on the intersection of taxiways [X] and [Y]. After the Aircraft Y asked ATC if he was supposed to give way to us, the Controller stated "I didn't suppose it was going to be a factor." Both aircraft continued with our taxi without further inconvenience. The situation may have arisen because of the low level volume of operations due to the COVID-19 pandemics creating overconfidence, which might be a factor reducing the level of awareness of all people involved, further increased by multitasking (eg. ATC working as both Ground and Tower) at otherwise very busy airports.

## Synopsis

Air carrier pilot reported experiencing a ground conflict and cited reduced level of awareness due to the COVID-19 pandemic.

ACN: 1753000

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1753000

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Passenger

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

We had an Unaccompanied Minor (UM), on the descent, minor proceeds to tell FA B that Mom has COVID and that's why minor is on the way to ZZZ to stay with family. Both FA's were assisting minor plus a passenger sitting across. This child could possibly be a carrier.

## Synopsis

Flight Attendant was told by an unaccompanied minor that the child's mother had COVID-19 and the child was on the way to stay with family.

ACN: 1752999

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752999

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Passenger

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Half way through the flight passenger in XX stated loudly to me that she was high risk and upset with XY & XZ and YX & YY for not wearing their masks. I told XX that I am here to monitor and reiterate but they're also allowed to have the mask off when they are eating and drinking. All 4 of them had just gotten their snacks and drinks and were eating/drinking, but she continued to loudly say that they weren't actively doing so. I told her I'd reiterate it to them and as I was, she yelled at them to have it over their nose and mouth. I offered her to sit in ZX or row XX as those were the only open seats and she denied and also didn't like my distance between her and I. Afterwards I offered her another mask which she didn't use, and several times she took her own mask off to do whatever she needed to do at the time. I apologized and the other passengers complied after I asked them to.

## Synopsis

Flight Attendant reported a passenger complained because other passengers were not wearing a mask while they were eating a snack.

ACN: 1752991

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752991

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1



Passenger in XXY was not wearing a mask. After asking her to put a mask on, she told me she would not be wearing a mask due to medical issues. There was not any information on my records concerning her. When CSA agent came to the aircraft, I asked her if she had had a conversation with above mentioned passenger about wearing a mask. She said, "No." I told her about my conversation with passenger. She called her Supervisor who told her to enter the information in the computer. There was XX passengers on board. No social distancing. Back of plane was packed. So, here we were with no options and an unsafe situation. Policy is for crew and passengers to wear a mask. Why isn't it reinforced with passengers? I felt bad for everyone around her. Such a conflict of conviction! Either Airline wants to be safe or not. But, don't make a policy that effects people's health and then don't enforce it. The result could be staggering.

If policies are to keep people safe, then enforce it!

## Synopsis

Flight attendants reported a passenger not wearing a mask due to a reported medical condition.

ACN: 1752989

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752989

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Guests in XX and XY and XZ [seats] were complaining about the seats they were assigned, due to social distancing and weight and balance purposes. I was unable to move them to accommodate the need to sit together. I compensated them for the seat change that occurred when their other flight was canceled but there was still an issue. I understood their frustration and explained why but the Guests were rude continually.

## Synopsis

Flight attendants reported 3 guests were unhappy with seating arrangements.

ACN: 1752986

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Flight Phase : Landing

Flight Phase : Takeoff / Launch

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752986

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

When Detected : Pre-flight

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger in seat (4X) giving passengers in seat 5Y and 5Z a hard time, because they were trying to tell him that he had to keep his mask on. So he started giving them a hard time as I was doing my safety demo. Once I finished my demo I went to passenger and told him line by line airlines mask policy. He nodded and put his mask on. Then once we pushed back from the gate passenger 4X proceeded to get on his phone and start having a conversation. I walked over to him and stated he must comply with Airline and FAA's policy or we will go back to the gate. He then got off the phone and proceeded to put his mask back on.

Then while inflight after finishing the snack service, while not eating or drinking passenger 4X takes his mask off and starts sneezing. There's passengers seated across, behind, and in front of him just shaking their heads. I then inform the Captain and First Officer of the situation. So I then proceed to go over to passenger 4X and politely tell give him "This is a warning that if he doesn't comply, I will have to inform my Captain and the Captain is going to inform the agents once we arrive into ZZZ1. So I ask him, "What's it going to be?" Passenger 4X states he'll put his mask back on. I inform the Captain and he states okay, keep me posted. Then about 25 minutes later as I'm doing another trash run through the cabin, passenger 4X is asleep without his mask on. I gently nudge him and tell him to put his mask back on and he does so. I inform the Captain on what just took place and the Captain states he'll talk to him as we deplane in ZZZ1. Once we land, I inform the gate agent in ZZZ1 about passenger 4X. Gate agent states she'll let her Supervisor know, also gave her (witness) his number if she needs to speak to someone. Also as we deplaned, passenger in 4Y, who sat across from passenger (4X), stated passenger 4X should not be flying since he can't comply with the mask policy.

## Synopsis

Flight Attendant reported a passenger had to be continuously reminded to wear a mask.

ACN: 1752978

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Operating Under FAR Part : Part 121

Flight Plan : IFR

## Person

Reference : 1

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1752978

Human Factors : Communication Breakdown

Human Factors : Fatigue

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Manual safety demo was performed. Announcements regarding safety demo changes were not made. Customers were not advised to remove face covering and masks for decompression and it was not explained that the life vest and the oxygen masks were not demonstrated.

## Synopsis

Flight Attendant reported that announcements regarding the safety demonstration changes were not made and that passengers were not advised to remove face coverings and masks in the event of decompression.

ACN: 1752942

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 800

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Phase : Cruise

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1752942

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1752956  
Human Factors : Distraction

## Events

Anomaly.Conflict : Airborne Conflict  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Airspace Structure

## Narrative: 1

On final approach for XXR into ZZZ, Tower advised of traffic off our left. The traffic could not be visually identified. The traffic appeared to be operating in Class B airspace but was not on frequency with Tower. As we descended on short final we received two traffic advisories. At approximately 800 feet AGL we received a resolution advisory instructing us to climb. The Captain was PF and I was PM. The Captain initiated a climb to resolve the conflict. After the climb was initiated a stabilized approach to a landing in the touchdown zone was no longer assured. At that point the safest course of action was to execute a missed approach and the Captain proceeded to do so. We executed the missed in compliance with ATC instruction and landed uneventfully on the next attempt. Lately I have noticed an increase in small single engine GA aircraft doing landings and pattern work at ZZZ and transiting the Class B airspace. With the drastic decrease in fuel prices and lower 121 traffic volume in and around ZZZ it seems there has been a corresponding increase in small aircraft.

## Narrative: 2

I was the Captain on Aircraft X from ZZZ1 to ZZZ. We were on a visual approach to runway XXL. Descending through about 2,000 feet Tower gave us a traffic alert regarding Aircraft Y that was over the shoreline heading towards us but was not talking to Tower. Immediately following that statement from tower we got the "TRAFFIC, TRAFFIC" alert from the TCAS. We made the final step in configuring for landing, descended below 1,000 feet, got the 1,000 foot chime and almost immediately got another "TRAFFIC" alert from the TCAS. Shortly after, we received a Climb RA at about 800 feet, but neither me or my First Officer had had the traffic in sight so I elected to execute a missed approach instead of trying to salvage the visual following an RA. We got vectored around and landed safely with no further incident.

## Synopsis

Air carrier flight crew reported being on final to a Class Bravo airport and having to go-around due to a small aircraft that was not talking to Tower, which caused the airborne conflict.



ACN: 1752939

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1752939

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : Maintenance Action

Result.General : Flight Cancelled / Delayed

Result.Aircraft : Aircraft Damaged

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Aircraft

## Narrative: 1

Operated Aircraft X. During the preflight exterior inspection of the aircraft I noticed some temporary repairs were made to some delamination in the area of the ADG door. I noticed aluminum "speed tape" was applied to the area of the ADG door and the speed tape had been applied so that the door would not be unobstructed from opening. The door was taped over so that it may have been prevented from opening up successfully. I notified Maintenance Control. Contract maintenance was brought to the plane and reapplied the tape so that it wouldn't tape over the door. The Flight was then signed off and flown to ZZZ1 without issue.

Improper maintenance procedures were performed on this aircraft day(s) earlier that allowed the ADG door to be taped over. Not only was the aircraft returned to service and operated an unknown amount of flights with improper maintenance performed, it also went undetected by at least one flight crew who flew this aircraft to ZZZ the night before.

This situation was a safety issue that needed to be fixed before departure. Adding to the stress of managing this event in terms of coordination, making announcements, continuing to contact Dispatch and keep everyone informed, Duty Pilot and ZZZ2 Chief Pilot decided to try and intervene and force me to board the aircraft before Maintenance had arrived. I made the Pilot in Command decision to hold boarding the aircraft until Maintenance had arrived because I know it wouldn't take long to board, and COVID-19 concerns with keeping people confined to an aircraft longer than necessary. We knew we weren't departing immediately and there was no sense in boarding an aircraft in the middle of summer in the south with a pandemic going on until I knew when we would be able to depart. It was distracting to my duties as PIC to have management continuously interrupting my situation and duties with their concerns. That's not the time and place for those to be brought up. Pushing captains against their PIC decisions when they're making sound decisions in the interest of safety and health should be addressed as well as the maintenance repair issues.

## Synopsis

Pilot reported questionable maintenance procedures regarding the temporary repair of delamination in the area of the ADG door.

ACN: 1752858

## Time / Day

Date : 202007

## Place

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

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 615  
Experience.Flight Crew.Last 90 Days : 77  
Experience.Flight Crew.Type : 615  
ASRS Report Number.Accession Number : 1752858

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Advised in cruise by flight attendant, that the passengers seated in XX A&B became abusive to flight attendants after they were advised to comply with face mask requirements. Upon arrival 3 CSR supervisors met aircraft.

## Synopsis

Air carrier Captain reported two passengers were abusive to flight attendants after they were reminded of mask requirements.

ACN: 1752839

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 30000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 9

ASRS Report Number.Accession Number : 1752839

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Working sectors XX/YY/ZZ combined with D-side. Cleared Aircraft X to cross 30 miles west of ZZZ at FL310. Thought I had an accurate readback. I have not checked the recording yet. There was some frequency congestion with weather deviations and multiple frequencies. Aircraft X later descended below FL310, when I queried the pilot he thought he had been cleared to FL300, and thought that he had read that back. With the addition of a D-side, and the new requirement to wear a mask we are not able to social distance 6+ feet, I was required to in this case. I fully support the safety measures, and appreciate the effort. I don't know if wearing the mask also caused confusion in delivering the clearances (muffled sound, etc.)?

Staff a full time Supervisor (FLM) rather than a CIC. Open sector(s) more frequently if needed. With the new mask mandate, perhaps opening sector(s) as opposed to staffing D-sides may allow clear communication without a needed mask. On the other hand, one bad sneeze can really carry throughout the area, masks would most likely help reduce virus exposure under any of these circumstances, and a common mandate does help keep all under the same safety standard.

## Synopsis

Center Controller reported an aircraft descended below what the Controller thought was the assigned altitude.

ACN: 1752803

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 1800

## Environment

Flight Conditions : VMC

Light : Dusk

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Passenger

Flight Phase : Cruise

Route In Use : None

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Commercial

Experience.Flight Crew.Total : 1.6

Experience.Flight Crew.Last 90 Days : 51

Experience.Flight Crew.Type : 51

ASRS Report Number.Accession Number : 1752803

Human Factors : Confusion

Human Factors : Situational Awareness

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Airspace Structure

## Narrative: 1

I conducted a demonstration flight leaving ZZZ (home base) northbound for a scenic tour.

I checked for TFRs on [tfr.faa.gov](http://tfr.faa.gov) and weather pertaining to my route of flight and timing, I did not notice anything unusual.

While above a field I noticed the lights were on but the field was empty. I was approximately 1,800 feet MSL.

Upon landing, I checked the field's website and noticed a game took place that evening. I am concerned that even though the venue did not have near 30,000 people present as a result of the COVID pandemic, the TFR was still in effect. I may have conflated a venue capacity of 30,000 people with 30,000 people present at the venue, a very distinct difference that could be a point of confusion for other pilots during the COVID pandemic.

My preflight action going forward will include a review of all major venues and scheduled events along my route of flight should I not be in contact with an Air Traffic Control Facility.

## Synopsis

Pilot reported flying over a sporting event during a game and wondered if they had violated a TFR.



ACN: 1752733

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Lead Technician

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1752733

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Maintenance

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

I filed a report recently about this very same situation. The hangar is ignoring the pitot tube cover policy on aircraft that are on the ground for more than 48 hours. Today, aircraft came to the line for trip X. Aircraft had been here since [date]. My Supervisor

called the hangar at approximately XA:00 to inform the hangar that the pitot inspection was required since they failed to follow procedures. The aircraft was released for service anyway and sent to the line with a violation they were made aware of.

This keeps happening because the hangar managers keep failing to follow procedures. Have the hangar managers and supervisors ensure the pitot cover policy is being complied with.

## Synopsis

Maintenance Technician reported problems with other technicians not following the correct company policy for aircraft checks.

ACN: 1752718

## Time / Day

Date : 202007

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Deplaning  
Cabin Activity : Boarding  
Cabin Activity : Service  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1752718

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Passenger was asked several times to wear the face mask that was hanging around his neck. He then showed me the back of his ears that were irritated by the elastic from the mask. I then asked him if he had a scarf. He said, "No." I asked him if he had a shield. He said, "No." I then told him that I would get him a mask that would not irritate the back of his ears. I brought him the N95/type mask and explained how to wear it. He still would not wear it. Two other crew members then went up to him and demonstrated how to wear the N95/type mask. He still would not wear it. He had a different story for any and everyone who asked him to wear the mask. He then puts on the original mask as he deplanes.

## Synopsis

Flight attendant reported a passenger had to be continuously reminded to wear a mask.

ACN: 1752712

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752712

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Flight Attendant refused to sit in assigned jumpseat, said she didn't want to face passengers, chose to sit it in aft facing jumpseat for taxi takeoff and landing. I tried to explain that you have to sit in assigned seat and why. After landing I explained I'd have to do a report, she started screaming and talking over me that I should go home and if this bothered me I should see a doctor for help. Several times I tried to explain to no avail. Flight Attendant also wore headsets for takeoff and landing.

This Flight Attendant needs training to know why it's important to sit in assigned jump seats.

## Synopsis

Flight Attendant reported another flight attendant did not sit in the assigned jumpseat.

ACN: 1752706

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752706

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

During boarding, FA B did not feel safe having a guest seated close to them in XXD. FA B asked guest to move across to XXC or B. Guest refused. FA informed the rest of the crew to the situation, and we called a CSA down to re-seat the guest. Guest refused to change seats, even for a free upgrade to premium, and started acting harshly toward FA B, and CSA. He sprawled out in his seat, and would not listen to any explanation given by the crew or CSA. At that point, his cooperation with the exit row duties came into question, and with guests behind him growing restless and more aware, the CSA made the decision to remove him from the flight. Unless the flight is full, please block seats XXDEF on the aircraft. It is not safe for either guest or crew member to sit directly across from each other, less than 6 feet apart.

## Synopsis

Flight attendant reported they asked a passenger to move to an upgraded seat for social distancing purposes, but the passenger refused.



ACN: 1752705

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752705

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Passenger came on the plane with mask but then when he was seated he took it off. I made an announcement about airline policy to wear a mask on the plane. Passenger didn't comply, I went over and asked him why he wasn't wearing a mask, he said that he had a medical condition and that he didn't have to. I looked at the manifest on my device, there was no notification about his medical condition. I asked him if he notified our gate agent and he said he talked to them about it, and they said it was OK. When the gate agent came on board I asked her to go talk to the passenger, because she said that no one talked to her about any medical conditions. After gate agent spoke to passenger, she got back to us and said that he claims that he has a medical condition, and that he might have talk to someone about it but it wasn't her. She said that she will make a note about this passengers situation.

Can we please make it clear to the passengers about providing medical documents to gate agents. This is frustrating for flight attendants because we can't force someone to wear a face masks, and we can't take them off flights because he claims he has a medical condition and he can claim discrimination. I don't know if this passenger has a medical condition or not but there needs to be something done to help flight attendants and gate agents to our job and help our passengers.

## Synopsis

Flight attendant reported a passenger was not wearing a COVID-19 mask because he stated that he had a medical condition, but was unable to provide any documentation.

ACN: 1752694

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Personal

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1752694

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During boarding the agent came to the plane to take care of something. Our D FA, told the agent that she could seat a non rev in [seat] XX if she wished to. The agent confirmed with D FA it would be okay. They assigned XX to a non rev. After door closure our B FA,

advised myself and the D that we aren't allowed to have a passenger in XX. D FA told us that she was fine with it and that she had given the agents permission to assign the non rev there. B FA told her that it wasn't okay because it was against current policy for social distance. D FA advised that she didn't care and that she does it all the time because she likes to take care of the non revs. B FA told her it wasn't okay but D FA didn't care. We left ZZZ and during the middle of the flight when we had a moment to speak together as a crew I told them that I wasn't comfortable with this violation of the policy and I was going to [report] the situation. There were plenty of available main cabin seats to assign to the non rev.

All FA's and CSA's should understand that we do not have the authority to override safety policies and procedures needlessly.

## Synopsis

Flight Attendant reported that another Flight Attendant assigned a non-rev to a seat that was against current policy for social distancing.

ACN: 1752691

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752691

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752695

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Repeatedly asked passenger seated in XX to wear mask during boarding process and in flight. Said he did not have to wear it during last couple reminders because he had a package of candy and a power aid bottle next to him and the "eating or drinking" rule applied, even though when asked to wear his mask he was neither eating or drinking. No action was taken because this was a short flight and did not feel comfortable since he was claiming to be eating and drinking the entire time.

## Narrative: 2

Passenger walked on without a mask and continually had to be asked to put it on. This occurred during boarding, during flight and final approach. Both flight attendants asked him to comply, he stated he was eating. He was not eating at any time we asked him for compliance. No action was taken due to nature of short flight and he claimed to be eating and drinking.

## Synopsis

Flight Attendant reported confusion about airline policy relating to the face mask policy.

ACN: 1752685

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Service

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752685

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During boarding passengers (Seated in XXA and XXB) were not wearing masks, I advised them to please put their masks on. After the safety demonstration as I am doing compliance checks on the way to my aft jumpseat I notice that XXB has his mask pulled beneath his nose and mouth and resting on his chin. I advise him to please pull his mask up over his nose and mouth and he rolled his eyes and looked away without adjusting his mask. I tell him again, "Sir, please pull your mask over your nose and mouth." He gets very irritated and yells out "I can't breathe!" I apologize and stated that it is a requirement to fly and it is for the safety of everyone on board. He finally adjusts his mask. As we reach cruising altitude I am handing out the snack bags and the couple seated across from him in XX C,D, ask me if I could please move them. I tell them they are welcome to move up to row YY and they thank me profusely and told me that as soon as I walk away XXB removes his face mask and they do not feel comfortable sitting near him. For the remainder of the flight XXB held his face in his hands hunched over whenever I passed through in the aisle so I could not visually confirm that he kept his mask on properly.

Passengers XX B and XX A kept removing their face masks and became agitated when I informed them it was airline policy to keep them on.

## Synopsis

Flight Attendant reported two passengers not wearing COVID-19 masks during the flight.



ACN: 1752679

## Time / Day

Date : 202006

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752679

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Primary Problem : Company Policy

## Narrative: 1

I am concerned that in previous report responses from airline, they said the policy to relay information and not enforce was not in any airline curriculum and in reviewing the mask policy I was reading the safety message and in this document [the] airline printed that your role is to relay the policy information, not enforce compliance. Why is this in a safety message if it isn't in the Airline's curriculum?

## Synopsis

Flight Attendant reported confusion about airline policy relating to the face mask policy.

ACN: 1752678

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1752678  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

We were doing our pre-flight checks and an agent comes on and alerts us that there was a customer that was a problem on his last flight and was giving the agents a hard time about not wearing a mask. They said they were going to call the lead (not sure of title) I

asked that she call the X Department and let them deal with the customer. The X Department did deal with him and then came and talked to the crew. The entire crew including the cockpit were present. She let us know that he didn't want any trouble and his first reason for not wearing a mask were his beliefs, she let him know it wasn't about his beliefs but it was Company policy and then he claimed to have a medical issue, he said he would wear a mask as much as he could. We start boarding and towards the end of boarding a passenger stopped me to alert me that his son [person discussion above is about] left his passport on a previous flight and was being driven back to our flight. [Person] boards and we depart, after takeoff he takes his shoes and socks off and sticks them in the middle of the aisle and another passenger coming down the aisle almost tripped over them he finally moved them. His behavior was very odd and he didn't wear a mask most of the flight and we didn't approach him due to the issue with the X Department. The woman in XXA was not happy and bothered by the non masked customer. We talked to her after landing and we compensated her on the flight.

## Synopsis

Flight Attendant reported being advised about a troublesome passenger before the flight and stated the passenger refused to wear a mask claiming a medical condition.

ACN: 1752668

## Time / Day

Date : 202007

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Dispatch : Dispatcher  
Qualification.Dispatch : Dispatcher  
ASRS Report Number.Accession Number : 1752668  
Human Factors : Workload  
Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Gate Agent / CSR  
When Detected : Routine Inspection  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

Found out that there were flights scheduled to depart in less than 2 hours that the flight releases had not been done because the flights had never been assigned to a Dispatcher. Turns out there were at least 6 flights that were never assigned to anyone. The 4 that I wound up with were all scheduled to depart at the same time (XC00z) found out about the first of four at XA13z and last of four at XA41z(less than required 1hr25min departure time to have issued a release). This is unacceptable, disruptive and a safety issue. Since we are now under added pressure, because the various ramps and flight crews are looking for a release which we haven't done since we did not know we had these flights. These were all ad hoc flights which evidently had been built at least two shifts prior. Fortunately there was no weather/ATC/MEL issues of great significance to contend with, otherwise this poor situation we were forced into could have been much worse.

This was caused by at least two people not following through on their job duties. It is my understanding that the managers are supposed to make sure all flights are assigned to the

appropriate dispatchers and also make sure work load is dispersed evenly. The flights in question were charter flights, since the on set of COVID day in and day out there have been charters added, todays scenario is not new and is happening repeatedly with dispatchers being blindsided by extra flight releases to do that were never assigned to anyone.

Assign the flights when they are built. And each subsequent shift manager needs to make sure all flights have been assigned.

## Synopsis

Dispatcher reported release issues relating to flights that are not assigned to Dispatcher in a timely manner. Reporter stated this has been a problem since the onset of the COVID-19 pandemic.

ACN: 1752664

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : FWA.Airport

State Reference : IN

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : FWA

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1752664

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

During the takeoff roll, ATC was issuing a full route clearance to another airplane on another frequency. This clearance was being read throughout the entire takeoff roll, rotation and bringing the gear up. It made communicating between the FO and I challenging and created an unsafe situation. FWA Tower has done this 3-4 times over the course of the month I have been flying out of FWA, it needs to stop. Had something gone wrong during the takeoff roll, it would have complicated the issue dramatically. Normal communications that occur during the takeoff roll are short and do not make communications in the cockpit challenging.

ATC issuing a full route clearance on the tower frequency when there is no need to do that. There is a specific Clearance Frequency at this airport as well as a Ground Frequency that can be used. They should be required to use one of those frequencies.

This could have been avoided by ATC not issuing a clearance on the Tower Frequency.

## Synopsis

Air carrier Captain reported that during their takeoff roll, FWA ATC Tower gave a full clearance routing to another aircraft. The Captain described concerns with the high level of distraction created during a critical phase.

ACN: 1752590

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Parked

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1752590

Human Factors : Communication Breakdown

Human Factors : Other / Unknown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

Communication Breakdown.Party2 : Other

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1



I've noticed a trend the last few months of being dispatched with minimum fuel loads. This previous X policy disappeared but a recent conversation with a Dispatcher confirmed it's back. Calling Dispatch for "additional fuel" to meet safety margins has been rare the past few years, but it looks as though the need has returned. According to the Dispatcher I spoke with today, when asked if they (dispatchers) are being pressured to Dispatch with minimum release fuel, his response was; "...well, they don't pressure us, but they do mention it a lot 'cause we're losing money." Perhaps an email for those new captains who have yet to work under such policies might be appropriate.

Cause - Cost cutting pressure from management.

Suggestions - Return to policies based on safety, not earnings.

## Synopsis

Air carrier Captain reported a recent trend of being dispatched with minimum fuel loads.

ACN: 1752579

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Nav In Use.Localizer/Glideslope/ILS : XXR

Flight Phase : Initial Approach

Flight Phase : Descent

Route In Use : Direct

Route In Use.SID : ZZZZZ3

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1752579

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1752581

Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

We were cleared direct ZZZZZ and the ZZZZZ3 STAR arrival at ZZZ. Quiet cockpit as we descended, Approach Control was very busy working two radios and had weather affecting departures. Passing 10,000 feet we got a call on guard asking us to contact Approach on a different frequency. The new Controller asked why we did not switch frequencies sooner. We replied that we had not heard our call sign previously and the other Controller was working two frequencies. Approach Control then asked which runway we expected. We told Controller XXL. Upon landing we were told to call TRACON. TRACON told me no traffic separation problem had occurred. TRACON asked me if we had been assigned Runway XX left or right. I told Controller I believe we were told to expect XXL but had not been assigned a runway by the first Controller. We landed uneventfully.

Cause - ATC was working departures around weather and arrivals on two frequencies. TRACON informed me they were short staffed because of COVID. We the aircrew failed to query ATC to get assigned a landing runway which would affect the STAR.

Suggestions - Increased involvement by ATC and aircrew is needed during manning shortfalls and a rapidly changing environment

## Narrative: 2

[Report contained no additional information.]

## Synopsis

Air carrier flight crew reported a communication issues with TRACON Control during arrival. TRACON was working departures and arrivals on two frequencies. ATC informed the crew they were short staffed due to COVID-19.

ACN: 1752555

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZZ.ARTCC

State Reference : FO

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1752555

Human Factors : Training / Qualification

Human Factors : Troubleshooting

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Diverted

Result.Aircraft : Aircraft Damaged

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Chart Or Publication  
Primary Problem : Aircraft

## Narrative: 1

While inflight from ZZZ to ZZZZ, we experienced an aircraft issue. Luckily the issue didn't require an emergency descent with an immediate landing. The Captain and I quickly realized that we only had Jeppesen terminal charts for destination and alternate airports as the company took away all Jeppesen charts outside of the USA in the Jeppesen FD app in the company tablet after COVID-19 started in what we assume was to save money. This is a serious issue that could result in an aircraft accident in an emergency or non emergency if the flight crew is unable to land the aircraft at the selected airports in Jeppesen before departure. We cannot make changes to the Jeppesen selections enroute.

The company needs to immediately restore Jeppesen FD app terminal chart subscriptions to all countries we fly to on a regular basis, so that we have all available information for safety of flight. We shouldn't ever have to fully rely on a foreign ATC to get us down safely because we could lose communications and thus would be flying blind. Flying without the required charts may be a violation of FAA, ICAO and foreign countries we are flying into or required by an overflight permit. This is a HUGE safety issue that could cause loss of life and loss of equipment resulting in litigation that would be more costly than paying for the subscriptions.

## Synopsis

Air carrier First Officer reported an aircraft issue during cruise resulted in a diversion. First Officer stated they did not have the correct charts onboard the aircraft due to possible cost saving measures by the airline during the COVID-19 pandemic.

ACN: 1752546

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 5000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Climb

Route In Use : Direct

Route In Use.SID : YYYY

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1752546

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : FLC complied w / Automation / Advisory  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Departing flight had X passengers on board, very light on takeoff. No issues on departure but it is a fairly aggressive climb on RXXL to ensure altitude crossings are met. No issues on the initial climbout. Late handoff from ZZZ Tower to [Departure Control] while climbing through 4,000'. I began to level off for the initial assigned altitude of 5,000' but failed to adjust/reduce the power setting. This resulted in my inability to smoothly level off at 5,000'. When we contacted [Departure Control] they made a reference to our altitude (not level at 5,000') and told us to continue our climb to 15,000'. No other deviations or issues with the safe execution of the flight.

Cause: Not reducing the power setting with a very light aircraft on initial climb out to ensure a smooth level off at lower assigned altitudes.

Suggestions: Keep in mind aircraft performance given the weather conditions (e.g. heat, humidity, winds) coupled with the aircraft's weight and handling.

## Synopsis

Air carrier First Officer reported overshooting the assigned altitude during climbout. The pilot described the aircraft's weight as very light due to the small passenger count.

ACN: 1752533

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : GPS

Nav In Use : FMS Or FMC

Flight Phase : Takeoff / Launch

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1752533

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1



We were in ZZZ. I don't Remember the gate. It was my leg to fly to ZZZ1. We had some weather approaching from the south. Me and the Captain knew it was going to be a quick taxi being we were going to takeoff XXR. So we did preflight check at the gate and then when the flight attendants were ready they closed the flight deck door and then locked it. When the ramp crew was ready we did the push checklist. We started both engines as me and the Captain talked about because of the short taxi. Then we did the taxi check before we moved the aircraft due to the short taxi. We then taxied towards Runway XXR and during that time we did the before takeoff checklist. I'm pretty sure I called the back and told the flight attendants and cabin we were next for takeoff. After going through the checklist and noticed that the flight attendants did not call us. So I called back there to see if they were ready and from what I heard they were. It was not as clear as normal because of the wearing of the mask for COVID. We then closed the before takeoff checklist before departure and was cleared to takeoff. We then arrived at ZZZ1 with no issues. Then we landed and passengers deplaned, someone getting off the plane said something to me but was not able to hear being she was walking and far away with her mask on. Then the forward Flight Attendant came to the front and spoke to the Captain saying they had a passenger was not listening to the rules with the mask compliance. That's all I heard about. We then continued the rest of the trip. Then yesterday, we went ZZZ2 to ZZZ3 had 2 hrs between the next flight so then I went to go get food before everything closed. As I was going back to the gate the Captain told me we were removed from the rest of the pairing because of the other day that the flight attendants were not seated for departure. That was what I heard for the first time and was a little confused because the flight attendants never said anything to me after that flight from ZZZ to ZZZ1 the day before.

## Synopsis

Air carrier First Officer reported taking off with the flight attendants not seated citing a possible misunderstanding because the FA was speaking through a protective mask.

ACN: 1752471

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : No Aircraft

Flight Phase.Other

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1752471

Human Factors : Troubleshooting

Human Factors : Communication Breakdown

Human Factors : Physiological - Other

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Ground Personnel

Detector.Person : Gate Agent / CSR

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

ZZZ break-room not being disinfected and sprayed on a daily basis, as we were told it was going to be. A fellow co-worker has tested positive for COVID and all employees working with this agent have not been properly advised of fellow employee we are working alongside being positive, with symptoms. We had to hear this through the grapevine. And even since agent being confirmed as positive our break-room and back offices have not been properly cleaned.

## Synopsis

Airline Ground Agent reported the breakroom is not being sanitized properly for COVID-19.

ACN: 1752406

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 350

Relative Position.Distance.Nautical Miles : 1

Altitude.MSL.Single Value : 600

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

## Aircraft : 1

Reference : X

ATC / Advisory.CTAF : ZZZ

Aircraft Operator : FBO

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Final Approach

Airspace.Class D : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.CTAF : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Flight Phase : Landing

Airspace.Class D : ZZZ

## Aircraft : 3

Reference : Z

ATC / Advisory.CTAF : ZZZ

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Phase : Landing

Airspace.Class D : ZZZ

## Aircraft : 4

Reference : A

ATC / Advisory.CTAF : ZZZ

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Phase : Landing  
Airspace.Class D : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : FBO  
Function.Flight Crew : Instructor  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Flight Instructor  
Qualification.Flight Crew : Commercial  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 530  
Experience.Flight Crew.Last 90 Days : 70  
Experience.Flight Crew.Type : 11  
ASRS Report Number.Accession Number : 1752406  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Training / Qualification  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Conflict : NMAC  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Miss Distance.Horizontal : 500  
Miss Distance.Vertical : 200  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

I was operating in the traffic pattern with a student at the end of a local training flight. The Control Tower was closed and we were announcing our position on CTAF. There were 3 or 4 other aircraft operating in the pattern and we made an entry into the left downwind for XXL. While in the downwind, Aircraft Y called a 5 mile straight in final for XXL. As we began our base to follow Aircraft Y, approximately 2.5 miles out, Aircraft Z called a 6 mile final. We were descending from pattern altitude and made a call that we were on base and following Aircraft Y. We made a call as we were intercepting final, however, Aircraft Z continued and began to overtake us from 200 feet above as we were on an approximately

1 mile final and at 600 feet. I lost sight of Aircraft Z and began an evasive descending left turn which I announced on CTAF. At around the same time, Aircraft Z also made an evasive right 360. We reestablished in the downwind and announced that we would follow Aircraft Z. Once we established adequate separation from Aircraft Z, we began a left base and made an announcement on CTAF, at which point, Aircraft A in the left downwind announced and began base turn inside of us. We once again made an evasive maneuver and re-intercepted final after a 360 turn.

There are a few reasons the problem arose. Firstly, with no Control Tower and multiple airplanes in a closed pattern, the two straight in approaches caused a significant disruption to the flow of traffic. This was further exaggerated by the difference in performance/final approach speed of our aircraft compared to Aircraft Z. Secondly, the temporary shortening of ZZZ's Tower hours poses a safety risk as the volume of traffic after XA:00 local time would still justify control tower operations. In addition, many of the aircraft that operate out of ZZZ are less familiar with uncontrolled pattern operations and fail to follow prescribed procedures/right of way rules or use good judgment when approaching a busy pattern with multiple aircraft already operating.

## Synopsis

Pilot reported a NMAC with another aircraft while attempting to land at an airport where the tower was closed due to COVID-19 staffing.

ACN: 1752391

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752391

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Aircraft

## Narrative: 1

Had issues with passenger sitting next to each other and a dirty seat. We were finished boarding so I moved a passenger to row XX, row XX got filled by the agents I told her she could have row XY. Row XY was also filled last minute. I moved her to XA. The seat that was to be blocked was YA. The agents tried saying it had to be moved on the computer

and they wouldn't. I used the service framework to try to make it easier on the guest who had already grabbed all her stuff. The passenger count was submitted correctly and allowed us to move her. This was the best solution to make everyone happy while leaving on time.

## Synopsis

Flight Attendant reported moving a passenger due to a dirty seat and for social distancing.



ACN: 1752390

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752390

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During boarding for flight, Flight Attendant A called me and asked if I could come talk to the passenger in seat XB. She felt he was possibly intoxicated. I went to XB, he seemed upset and was yelling for another unknown passenger to come sit by him. I asked him if

he was doing okay, he seemed agitated and upset. He was slurring his speech and had a slight smell of alcohol. He said he was fine but wanted his friend to come sit by him. I asked him if he had been drinking. He replied "I had a big beer but I don't drive so I'm fine." I asked him if he was intoxicated and he replied "I only had a beer." At that point I went to the front of the plane and asked Flight Attendant A if she believed he was intoxicated and she stated that she did feel he was intoxicated and that he had been rude to other guests and was upset he had to wear a mask. At that point with us both agreeing he was intoxicated she informed the Captain that he needed to be removed due to him being intoxicated.

## Synopsis

Flight Attendant reported a possibly intoxicated person was removed from flight.

ACN: 1752385

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752385

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger in XX boarded the plane with no mask, but complied once asked. He was rowdy at the beginning of the flight but did not cause any issues until he began throwing almonds at a passenger 2 seats away, when asked to stop he did. He was then asked multiple times through the flight by both FA A & B to put his mask on. He would comply when asked or when we were walking by but would take it off as soon as he thought we could no longer see. I reminded him that it was a policy, he then all at once told me he had some sort of test done and if that wouldn't work what about a medical condition so that he wouldn't have to wear the mask. I asked him if he had spoken to a gate agent about it which he threatened me, telling me that I didn't want to go there with him because I wouldn't win. I then decided to call the CA, and informed the passenger that this was not an argument, and that face masks are a policy and that he would be met at the gate.

After deplaning, the group of older and large men that were traveling with the disruptive passenger gathered in the terminal and I felt extremely uncomfortable and unsafe walking by them. They then also got on the same tram as I and were loudly making comments in regards to me asking them to put their face masks on during the flight. In the future I would like to feel safe while doing my job and feel that I am supported for enforcing the companies policies.

## Synopsis

Flight Attendant reported a passenger being confrontational about wearing a face mask.

ACN: 1752380

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752380

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752382

## Person : 3

Reference : 3

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752383

Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Passenger  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### Narrative: 1

Passenger in XX [seat] was not wearing mask. Every time I walked by to check he was snacking or sipping his water. Passenger in YX pulled me aside to tell me XX wasn't wearing a mask the whole time and was outraged at me for that. He didn't see XX eating or drinking. I got chewed out by YX but there was nothing I could do.

[Suggestion:] Limitations on how long you have to wear face mask.

### Narrative: 2

[Report narrative contained no additional information.]

### Narrative: 3

Passenger in XX [seat] was not wearing a mask. Every time I walked by him he was snacking on mini chocolate pieces or sipping his water. I didn't feel like I had the right to tell him to put his mask on because he was snacking or drinking whenever I walked by. During final walk through the passenger in YX grabbed me and took his mask off to tell me how infuriated he was that I wasn't making sure the man in XX was wearing a mask. YX started getting outraged at me when I told him that when I had walked by he had been eating or drinking. YX couldn't see XX eating or drinking. YX told me he was immune compromised and had lung problems. (He took his mask off to talk to me).

## Synopsis

Flight Attendants reported a passenger complained that another passenger did not wear a face mask during the flight.

ACN: 1752373

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752373

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Gate Agent / CSR

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

We had a passenger come on board with his family. ZZZ CSA [Customer Service Agent] asked if he had a mask at the gate. When she said he needs to wear one. He said "I just

don't want to." CSA explained to the family that he can't fly then. He then said he will wear his mask. I was told all the above information from the CSA in ZZZ. He has not once put on his mask. When we tell him to put on a mask he says "I'm still snacking." As FA B I've been observing and I have yet to see him take a bite of food. He's made his intentions clear that he will not be wearing a mask by him pretending to continue snacking the entire flight. By the middle of the flight he stopped pretending to snack and made it clear he won't be wearing a mask.

I confronted the passenger for the last time. Passenger has been told at least 5 times at this point. I've also made many announcements about the mask policy as well.

I informed him he needs to put on a mask and that it is policy . Also told him that he was aware of the policy when he purchased the ticket. I had to repeat all that multiple times.

He would continue to argue. He said he will not be putting on a mask, that a mask does more harm than good. His wife interrupted and started to argue as well.

At this point I said it is policy and I will be informing the Captain.

I called the Captain and he contacted ZZZ1.

## Synopsis

Flight Attendant reported a passenger refused to wear a face mask during the flight.



ACN: 1752371

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752371

Human Factors : Confusion

Human Factors : Training / Qualification

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Gate agent put a passenger in seat XB. When the gate agent boarded the plane to confirm the cabin count with FA B, I discreetly asked her why there was a passenger in XB. She got very befuddled and confused and forgot that she was boarding a [type aircraft]. I told

her that at one time I wanted to put a deadheading pilot in XA, but the gate agent informed me that she would have to write me up for doing that so I politely asked passenger to move back to his assigned seat. Because we were ready to close the door I let the passenger sit in XB, but throughout the flight he lifted his mask above his mouth. He was sniffing and blowing his nose and his mask remained above his mouth.

I'm not sure what should be done. If gate agents have told me they will write me up moving someone to XA, then I suppose this gate agent should be reminded of our policies.

## Synopsis

Flight Attendant reported a gate agent put a passenger in a seat which they shouldn't have.

ACN: 1752204

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 34000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 6300

Experience.Flight Crew.Last 90 Days : 25

Experience.Flight Crew.Type : 4500

ASRS Report Number.Accession Number : 1752204

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On our flight from ZZZ to ZZZ1, we were at a cruising altitude of FL340. With everything slowed down with the pandemic, it was the first flight I had with this particular co-worker in a few months. So naturally we had plenty to chat about enroute. I'm not for sure if we missed a call from ATC, or if we just got out of range before they tried to hand us off, but nonetheless we were unaware we were supposed to be on another frequency. About 100 miles from destination, I asked the SIC to request a lower altitude for our descent into the arrival airport. Upon transmission, we received no response and I immediately went to *XYX.Z* [frequency], which we had not been monitoring. About a minute after his initial attempt, I heard ATC on *XYX.Z* calling our tail number with a frequency. We called ATC on the new frequency and were given a lower altitude. Upon readback of the new altitude, ATC asked what was our last assigned frequency. When we gave the Controller the answer, the response was "You have been NORDO for about 150 miles." The remainder of the flight was uneventful with a normal descent and landing into our destination.

We fell into this situation for a few reasons:

-One, we weren't monitoring *XYX.Z*. If we had been, this most likely wouldn't have happened.

-Second, going out west sometimes there are longer periods of flight without a handoff then going east. Also, with the pandemic and the few flights I have done I have noticed less radio communications in general with fewer aircraft in the air. I let myself fall into the trap of thinking 'well I'm going west and not as many planes' so I didn't feel it to be that unusual that we hadn't directly corresponded with ATC in a while.

-Third, engaging in conversation without occasionally questioning "when was the last time we talked to someone."

I plan to be more aware of communications while enroute and to constantly monitor *XYX.Z*.

## Synopsis

Pilot reported contacting ATC on guard and being advised they were NORDO for 150 miles.

ACN: 1752166

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1752166

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Other / Unknown

Detector.Person : Flight Attendant

When Detected : Pre-flight

When Detected : Routine Inspection

When Detected : Aircraft In Service At Gate

When Detected : Taxi

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

I have observed since the face coverings became mandatory that communication is hampered which presents a safety issue. Anytime an FA makes a PA while wearing the masks it makes it difficult to comprehend what they are saying. Same goes for briefing the OWWE (Overwing Window Exit) or whenever we are trying to communicate with passengers. Communication is an important part of our safety related interactions with passengers and I have seen that this is almost impossible with face coverings. This is not flight specific, but an observation I have made over the last month of regular flying.

Same goes for when the Captain is giving us a pre-flight briefing. If they are wearing a mask it is difficult to understand what they are saying. Not because they can't be heard but because the message comes out muffled.

## Synopsis

Flight Attendant reported communication issues related to wearing a face mask.

ACN: 1752042

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.CTAF : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1752042

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

When Detected : Taxi

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

Taxied onto runway after GA airplane landed, while waiting for them to exit runway our release void time expired. Had to exit runway to call for new release. There were probably

at least 5 GA airplanes in the pattern or on CTAF since Tower was closed. We couldn't reach center on radios so called on phone holding short. Gave us a short release time of about 2 minutes, 39 past the hour. After the last GA plane landed I thought we had time to takeoff so we took the runway to line up. They took a long time exiting runway and our release time passed. Takeoff power was never applied, we exited the runway, taxied back to hold short and called Dispatch and then Center for a new release time.

## Synopsis

Air carrier First Officer reported missing the IFR release time due to general aviation traffic in the pattern and the Tower being closed.



ACN: 1751993

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.AGL.Single Value : 800

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1751993

Human Factors : Distraction

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

First Officer (FO) Flying. Entered overcast at approximately 800 AFE [Above Field Elevation]. I reached up to turn on engine anti-ice. Received call to contact Departure. As I contacted Departure, I looked at airspeed and FO was rapidly accelerating through 200 KTS. He had not called "Flaps Up" (it was a Flaps 1 takeoff). I stated "Bring your nose up, flaps are coming up now." As I retracted flaps, I stated again, "Bring your nose up, you are still accelerating." Cleared aircraft up, but shortly after flaps were retracted, got a short duration "Flap Overspeed" ECAM. Debriefed FO on Flap retraction SOPs and limitations. I was definitely distracted looking at anti-ice, temps, and contacting Departure. In that time, I should have been more aware of FO's profile and our airspeed. FO had recently received a company letter and seemed very distracted over the course of the whole 3-day trip. Overspeed max airspeed wasn't noted, but I expect it wasn't more than 5 knots. Entered into AML and ZZZ1 Maintenance performed an inspection and returned the aircraft to service. We flew the aircraft to ZZZ2 shortly after.

FO's distraction with possible furlough, I had just returned from 3 weeks off. 3rd leg of trip and I felt like I was single-pilot for a lot of our trip. I've got to pay more attention to my flying partner when I'm getting task saturated to ensure this doesn't happen again.

Should have discussed departure and cleanup procedure in more detail with FO.

## Synopsis

Air carrier Captain reported a flap overspeed on departure climbout.

ACN: 1751900

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1751900

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger was not wearing face mask at all. I gave him one because he told me he did not have one, which was false because everyone had one as they boarded the aircraft.

After passenger told me he did not have one, I went to galley to bring him a new one. He put it on, but as I left he put it on his chin. I told him three times and I let him be aware that this was my third time telling him. Every time I walked by he put it down and as I passed he put it over his face. But once I left I seen him pull it back down. After the third time I notified the flight deck.

## Synopsis

Flight Attendant reported a passenger did not comply with wearing a face mask.

ACN: 1751880

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1751880

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Dispatch

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Company Policy

## Narrative: 1

Whomever decided to split up desks gave me 11 additional aircraft's to dispatch and flight follow until the X shift comes in at XF:00 hours am.

Since I start at XA:00am it means I had 19 aircraft on my desk as usual with an additional 11 aircraft on top of that. Half of my shift I was dealing with 30 aircraft and it wasn't an issue until XE:00 am when we started to get reroutes based on the weather.

My Coordinator tried to find a solution but we were so close to XF:00am, it was better to keep them until the relief takes them. Another problem is how the phones are set. It appears that I have a higher priority so I get almost all the calls to whatever code share I work.

We have to make sure the desks are spread evenly including the desks for dispatchers who come in later. Phones need to be set so inbound calls are split evenly. We also need more people early in the morning. The X shift helps the night shift but puts more load on the morning shift who actually dispatches twice as much aircraft than the night shift. We could use some dispatchers back in the morning.

It would also help everyone in Dispatch if we could simply get pilots to use the extensions to call Dispatchers.

## Synopsis

Dispatcher reported working an overloaded desk and overall staffing issues.

ACN: 1751874

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 18000

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Corporate

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Descent

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1751874

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1751875  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

We were assigned to cross 35 miles East of ZZZ airport at 10,000 feet. This is a known/common clearance for us. I programmed the restriction into the FMS well in advance of ATC assigning it. We deviated for weather, and were given direct ZZZ after the weather deviation. The programmed altitude restriction would have dropped out of the flight plan when we activated the direct to. Neither one of us noticed. When Center gave us the expected crossing restriction, we both assumed the vertical guidance the airplane was giving us was for the "programmed" restriction. We flew along fat, dumb, and happy, until Center asked if we were going to make our restriction. It was obvious we were not and I replied that we were not going to make it. They passed us off to Approach and we expedited our descent.

Complete lack of professionalism, and situational awareness on our part. We both agree we are better than this and have no excuse for this kind of mistake. I believe our familiarity with each other as a crew, and the airplane lulled us into a sense of complacency. My suggestion to myself, and my fellow crew member is we need to pull our heads out and do our job to the standards we expect of ourselves, no matter who we're flying with.

## Narrative: 2

On descent into ZZZ airport, Center issued a standard crossing restriction (35 nm from ZZZ at 10,000 feet). Crew had programmed FMS for expected said clearance earlier in the cruise phase. During a deviation for weather and return to course (direct to ZZZ1) the expected crossing clearance was removed (dumped) by the FMS as is normal. Neither crew noticed at the time. The aircraft was in a descent to lower altitudes as different controllers handed off to the next sector. The final ZZZ Center issued the 35 nm at 10,000 foot clearance, crew set ZZZZZ to 10,000, confirmed and armed/captured the VNAV guidance. Crew became aware via visual cues that they probably weren't going to make the crossing restriction about the time ATC queried crew if they would. Crew informed Center of the mistake. Center handed [us] off to Approach who issued a turn to the Southeast and lower a altitude. Approach vectored flight back to the approach course of the Runway XXR. All other clearances were met and the flight landed normally with no other issues or deviations.



Due to the current health situation, company flight activity has dropped significantly. Resulting in crew losing their "sharpness" during normal operations. In addition, the familiarity of the trip, environment and time of day could have lulled the crew into a complacent mindset. This can easily be addressed with more vigilance and effort on the part of the crew to maintain their sharpness and awareness during operations. I am personally unhappy with my performance and will insure that this will not occur again. Through practice, briefing and watchfulness, I will improve myself and help others to do the same.

## Synopsis

Flight crew reported entering an expected fix in the FMS before it was issued by ATC but forgot to hit execute, leaving the aircraft high and not making the crossing restriction.

ACN: 1751866

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1751866

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

No Clorox (or similar disinfectant wipes) in the flight deck. Again, used my own. Proper PPE (disinfectant wipes) are not provided for the proper cleaning of the flight deck. Have wipes at the gate, when we check in have the gate agent give them to the crew.

## Synopsis

Air carrier Captain reported COVID-19 related cleaning supplies are not being provided by company and having to use personal supplies.

ACN: 1751859

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.MSL.Single Value : 4000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Thunderstorm

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1751859

Human Factors : Other / Unknown

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

ASRS Report Number.Accession Number : 1751861

Human Factors : Other / Unknown

Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

Cleared for the ILS [Runway] XXR and after trying to reach them twice and about 500-600 AGL, Tower reported a windshear of -40 kts and I (PM) requested a go-around. At the same time that Captain (PF) was calling "go-around, set thrust, flaps 8," Tower gave the missed instructions of 4,000, Localizer, 190 kts to which I responded the same. Somehow I missed Captain make the go-around, thrust, flaps call and missed making my positive rate call out. When he made the call a moment later, I brought the gear up and flaps to 8. Somewhere around this time, I believe we encountered a negative performance microburst. We then encountered a rapid loss of airspeed that led to a stick shaker. After that I began calling out performance. At some point Captain synced and selected the heading mode. I failed to catch that and we began to fly slightly north of the localizer. I then made a correction of the heading to return to the localizer either just before or just after Tower asked us about the heading. Shortly after that, we were told to maintain current heading. At some point ATC made a call to which I responded that we had a warning and I'd get back with them in a moment. A bit later ATC called back to ask if we were ready for communications and gave us additional vectors and 5,000. After being vectored in and out of the localizer a couple of times, we were able to make the approach uneventfully about 30 minutes later.

I can't help but think that the nearly 90 days I had not flown played a factor, but the fact is that I should have made the positive rate call and caught the selection of heading mode on the go-around.

### Proactive Self Training:

In the past I've recited "Go-around, set thrust, flaps 8" as a part of my approach briefing. I will now add the "positive rate... gear up" to that go-around brief to increase my chance of never missing the calls again.

## Narrative: 2

During ILS approach to [Runway] XXR at approximately 500 AGL we were told by ATC that there were windshear recordings of 40 kt loss on approach and we told Tower we would be going around. We got go-around instructions as I was calling "go-around, set thrust, flaps 8" so I did not hear the instructions. At one point all three of us were talking at once. Bug 200 was never set and we did not get flaps up as the climbout began. I'm not sure if I called it or not. I saw that we were getting ready to exceed flap speed and possibly blow through our altitude. So I reduced thrust. Never got the positive rate call so I called it out and said gear up, speed mode heading mode. And then asked to verify the heading and altitude that ATC wanted. We had 3,500 in but it was supposed to be 3,000. I believe the combination of my power reduction, the flaps being still at 8, and the decreasing performance associated with microburst events contributed to a rapid loss of airspeed which got down below 130 kts and triggered a stick shaker. I went to full power and lowered the nose to increase our airspeed. It sluggishly returned to 200 kts and we got flaps to 0 and climbed out to 3,000 and got vectors from ATC to come back around. We were vectored for approximately 25 minutes before the microburst events subsided and we landed without incident.

I think the time compression of events, communication failures, power management, in addition to a performance loss due to the windshear event all contributed to the aircraft being in an undesired state.

I think we actually should have never started the approach but we were hoping to get in before the weather. We didn't realize initially that there were 40 knot losses of airspeed at the field. I would have reduced thrust less and paid more attention to the speed tape. It was one of those circumstances where aviate navigate then communicate were all happening at once.

## Synopsis

Air carrier flight crew reported experiencing a stick shaker event after executing a go-around due to windshear.

ACN: 1751804

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1751804

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Upon checking AML and release it was determined our aircraft required a CAT 2 confidence check. It was also noticed that the aircraft was CAT 2 MEL. As Captain I advised the FO that we would, given the opportunity, perform our visual arrival into ZZZ as if it were a CAT 2 approach. We performed all the required procedures for the CAT 2. All went as planned and our aircraft passed all required pre-testing. The appropriate procedure was then followed to report completion of the required confidence check. It was then that I was advised that our confidence check was not authorized as the aircraft was still under a CAT 2 MEL. I was also advised that the CAT 2 MEL should not have been in place, but had not properly had that MEL removed.

As a result of no associated MEL which would require a CAT 2 MEL, it was believed that it was directly related to a required confidence check. Lots of our aircraft have needed confidence checks to regain currency due to time in storage. I made this assumption incorrectly

Practicing advanced approaches in conditions not requiring them only helps to build proficiency and confidence. The fact that the plane was not CAT 2 authorized had no effect on our approach as we didn't need to, nor did we, deviate from anything that would have occurred making any other ILS on Runway XL. In reality, the aircraft tested appropriately and if it hadn't that would have been noted and reported.

## Synopsis

Air carrier Captain reported executing a CAT II confidence check approach which was not authorized.

ACN: 1751800

## Time / Day

Date : 202007

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Vehicle Driver

ASRS Report Number.Accession Number : 1751800

Human Factors : Distraction

Human Factors : Confusion

## Person : 2

Reference : 2

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1751799

Human Factors : Confusion

Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Ground Personnel

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1



At approx. XA:09 while monitoring radios to assist if and where needed as ramp was closed due to lightning on or near the field I heard the crew operating PAATS (Park At Any Time System) Truck X declare malfunctioning lights and mis-park of and Aircraft X on Gate X-XX. As this has a protected overhang I proceeded to make my way to verify and assist as I have red tagged this vehicle several times in the past. En-route I verified it was Truck X. Upon arriving to the gate/breezeway/overhang, I observed the crew (super-tug crew also operating PAATS using my assigned equipment for that day repositioning an aircraft to the correct stop mark. One operating the super-tug, one marshaling (in the open) and directed by manager (in the open) or possibly counseling said crew while the ramp is still closed.

This event also exposes several crews to possible unintended COVID exposure. Super-tug X (PAATS X) Crew is X-X break room. Supertug Y (Me and my partner) are Y-XY [room].

Had I not observed the above I would not have known my equipment was used and to disinfect again.

PAATS lights on Truck X have been intermittent and is a known issue. Though [I] was told it was addressed and on my last user check it functioned it seems to have an issue again.

## Narrative: 2

Approx. XA:10 ramp closed due to lightning. Thunderstorms called for and predicted. No plan to staff PAATS (Park At Any Time System). Call from Operations to close ramps and start parking aircraft. With several gate numbers and aircraft types but no flight numbers tails or relay of information to flight crews of parking assist frequency to make contact.

While Dispatch worked to get second parking assist / APU truck staffed. Management staffed second parking assist / APU with mixed break rooms (COVID precautions).

3 aircraft parked...4th unable due to equipment. Several others missed due to time staffing/communications issues with making contact to flight crews.

## Synopsis

Ground employees reported supertug parking aircraft issues and combining separate parking crews, which undermines current COVID-19 policies.

ACN: 1751701

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Apprentice

Qualification.Maintenance : Powerplant

ASRS Report Number.Accession Number : 1751701

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected : Routine Inspection

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Aircraft X was placed in short term storage on [date]. The step in Job Card XX to disconnect the main batteries was accomplished/stamped off, but not documented in the AML as required. The same day, 2hrs later, Job Card XY was issued to take Aircraft X out of short term storage. The step to reconnect the aircraft batteries was accomplished/stamped off, but once again it wasn't documented in the AML as required. Both groups of technicians failed to show compliance to document in the AML these steps. Paperwork audit found the discrepancy and it has been rectified on AML XX, to show it had

been accomplished. A message has also been sent to records to show correct date work was complied with.

Miscommunication between technicians assigned both job cards.

Technicians need to verify work accomplished on job cards before submitting finalized package. Better communication between technicians assigned to the tasks.

## Synopsis

Technician reported problems with job cards not being signed off correctly.

ACN: 1751692

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1751692

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Just after door closed, Passenger X came back and asked to use the restroom. He said that he was about to start coughing. Once inside the lav, we (myself and other passengers) could hear him coughing so hard that he was gagging. 2 passengers expressed concern. When he came out, I asked if he was feeling alright. He told me that it was just allergies and he didn't want to start coughing in front of everyone. Twice, during taxi, I had to ask him to put his mask back on. (Note: if someone is eating or drinking, I leave them alone. But he was reading and/or digging through his bags.) In flight, as soon as I went upfront, we went into the lav again after 2 more lav visits, I went back and asked him again if he was alright. He told me that he "Wasn't feeling well," but that it was because he hadn't eaten breakfast. We provided everyone with snack bags and I kept an eye on him. After several more lav trips, I called the PIC and informed him of what was going on. The PIC asked us if we had a way of taking his temp. We said no and suggested he call for a [customer service agent] to meet the flight. Throughout the flight, Passenger X came back to use the restroom a total of 5 times and had to be told 3 times to, please, put his mask back on. Just after we had taken our seats for landing, he came back for a 6th time and asked me to move so that he could use the restroom. I told him that we were about to land and that he needed to return to his seat. He wasn't happy, but complied. After arriving at the gate, he came back to use the lav again. The PIC called and asked if we (the FAs) would ask him to stay seated until everyone else had deplaned so someone to talk with him. I asked him and he was very unhappy and agreed while yanking off his mask. I must have looked surprised because, after looking back at my face, he quickly put his mask back on. He deplaned last and a [customer service agent] was there to meet him. The other FA informed me that, when he first boarded the plane, he had immediately used the forward restroom. That totaled 9 trips to the lav in 1.5-2 hrs and many requests to keep his mask on.

## Synopsis

Flight Attendant reported a passenger using the restroom numerous times, coughing and having to constantly be reminded to wear a mask.

ACN: 1751668

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : LGA.Airport

State Reference : NY

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Tower : LGA

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1751668

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1751669  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC  
Communication Breakdown.Party2 : Other

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Ground Personnel  
When Detected : Taxi  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Ambiguous

## Narrative: 1

With this pandemic situation many airports don't have Ramp Control open and when Tower instructed us to stay with them we assumed ramp was closed and never called them since it was almost mid night, also the airport page doesn't clarify Ramp Control has to be contacted to enter the gate just for pushback and since Tower never instructed to contact anybody it makes the situation a little confusing.

As we landed Tower told us to taxi to the ramp and remain on the frequency with them, we did as instructed and never changed to Ramp Control as we taxi to the gate, we stopped short of Gate XX at Spot XX noticing there wasn't any ground crew at the gate, we tried to contact operations, but they never answer the radio call, finally a Ground Agent showed up and instructed us to move over to the next terminal to Gate XXX. The Captain made a small turn and taxi to the gate with no issues.

## Narrative: 2

Looking at the airport chart the labeling of the X terminal is unclear and somewhat hidden. On the ground the X terminal gates only have numbers and not labeled with X. Also I would suggest the ramp frequency be added to the ramp chart to make it clear.

On landing in LGA we told ground we are going to Gate XXX and Ground Control instructed us to taxi Bravo, Echo, Alpha to the ramp. We tried to call company operations numerous times and never got an answer. Given that it was almost midnight we assumed that the ramp was closed and we were to taxi in with ground. Looking at the ramp diagram the gates are quite confusing and we mistakenly taxied to the entrance of Gate XX but it was actually the X terminal not the Y terminal. A ramp worker came over and directed us to turn around and go to other gates. We contacted Ground Control to let them know and they advised us we should have called Ramp Control. Once back on Taxiway A we contacted Ramp Control and got clearance into the gate. Ramp Control informed us that they had been trying to get a hold of us.

## Synopsis

Air carrier flight crew reported taxiing to the gate at LGA airport without contacting Ramp Control. The crew cited as contributing factors a confusing ramp diagram and the expectation that Ramp Control was closed due to the pandemic situation.



ACN: 1751666

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1751666

Human Factors : Fatigue

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

This is a fatigue report. For 4 months now our trips are seeing significant changes. When I bid, I bid based on how I prefer to fly, this includes fatigue mitigation measures that I set for myself from years of flying experience. Many of the specific characteristics of a trip that I bid away from are being imposed through last minute changes. Min rest overnights that were originally 30+ hrs specifically bid for, Deadheads, 4 legs in a day to airports I bid away from, operations during times I generally avoid like late at night and extended check out times that eliminate "commutability." The constant fight to receive correct pay after a trip changes is affecting all of us, it's a significant distraction amongst many right now. These all add fatigue to each trip and each pilot is different in their preferences.

Changes occasionally are part of the job and we all adapt as necessary. The continuous changes we are seeing every trip are building into chronic fatigue issues and little mistakes

are becoming more frequent. If changes are here to stay, then the personal protections we bid for to mitigate our own personal known fatigue areas need to be considered. Just because the changes fit the footprint, doesn't mean they fit the pilot. We bid for a reason! This report is associated with a gear overspeed also directly reported. I own that I let it happen, under normal circumstances I would have caught it. I ate my humble pie and moved on, but see more and more of these events happening if we don't protect our schedule changes. This was the 2nd to last leg of a 4 day that saw many changes and 3 min rest overnights in a row. The fatigue issues listed here are an important factor in understanding and preventing future little mistakes that ordinarily wouldn't happen.

The only option we have to avoid known fatigue issues imposed into a trip is to remove ourselves from that trip and those issues. Crew scheduling provides absolutely no flexibility when awarded trips are changed, yet we show up to find two Reserves put on our original awarded trip with a great overnight we cherry picked. A lot of us have pushed through for several months now, but our Certificate is more important than being overly flexible. We all appreciate having the work and the ability to do our jobs. But these constant changes are adding up and becoming very fatiguing. Comply with Section X.X of the procedure for schedule changes and honor Bid preferences and awards. Limit the number of min rest overnights to 1 per trip change. Allow pilots to work with Crew Scheduling and address fatigue issues and alternative legs to protect fatigue.

## Synopsis

Air carrier Captain reported that continual, significant changes in crew schedules over the past months are causing cumulative fatigue.

ACN: 1751661

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : EWR.Airport

State Reference : NJ

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Tower : EWR

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1751661

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

Standardization from airport to airport and even ramp to ramp could be improved. Part of the conversation on the phone with Ramp Control included instruction we should contact ramp from the air, for at the least, gate assignment in the event it changed. Only airport where I have heard this. EWR is not easy on most (pre-COVID) days, adding this to the approach only adds to the workload when we already receive a gate assignment via an ACARS printout. Further, the airport page contradicts ramps statement and reads GATE and RAMP entrance will be provided prior to landing. If that means ATC will provide, I have yet to receive either from them prior to landing or contacting ramp or operations. Maybe I am not understanding that statement.

During this time of COVID-19 everything is different. Where there was once a Ramp Control sometimes Ground or Tower now handles those responsibilities. Leaving ZZZ1 tonight, Tower handled Ramp, Ground and Tower responsibilities, simultaneously. This may have caused some complacency which lead me to interpret the instructions of Tower to both us and the preceding aircraft to mean Ramp was closed and we were cleared to the gate. Either way, with a mix of different ramps on the same field being open or closed, it would be helpful if Tower included "Contact ramp control" at the end of their taxi instructions if required.

Going forward radio calls will be attempted to Ramp prior to entry regardless of how vacant the ramp appears, what is heard told to another aircraft or what instructions are received from Tower.

Landed Runway 22R at XA:XX pm and on rollout we heard Tower give the aircraft landing just prior their taxi instructions. Part of those instructions were to taxi with Tower to the gate and Ramp was closed for the night. We exited the Runway at E, and were given instructions from Tower to taxi with him to the ramp. It was a short taxi. As we turned left onto RD for Spot XX we saw our ground crew in the middle of the ramp ready to hook us up to the tug and tow us into the gate. The Marshal was in front of the tug straddling the RD taxi line, lighted wands in hand, ready to guide us in while the wing walkers were to each side just as they are when we pull into a gate. There was no other ground activity in the ramp area nor were any lights lit of the other parked aircraft, it was otherwise vacant. We continued in with the assumption we were under Tower control, the ramp was safe and all Ramp Control was closed for the evening. The activity in the surrounding ramp area supported that belief. Concerned we possibly made an error, an attempt to contact Ramp was made after setting the parking brake. The Ramp Controller responded advising that particular ramp was indeed open.

## Synopsis

Air carrier First Officer reported they taxied to the ramp as cleared by EWR Tower and did not contact Ramp Control because it appeared to be closed. First Officer stated that due to the changing responsibilities of controllers, it was difficult to know what the correct procedures were.

ACN: 1751647

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 5000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Route In Use : None

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1751647

Human Factors : Human-Machine Interface

Human Factors : Confusion

Human Factors : Fatigue

Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Regained Aircraft Control

Result.Flight Crew : Became Reoriented

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Departing ZZZ on the ZZZZZZ [Departure]. FO flying. After TO he entered a 30 degree steep turn to the left. I told him no turns till past the [landmark] but he didn't respond. I took the aircraft away briefly and started a turn right to get in a more westerly heading. He said he was just following the command bars.

Departure control gave us a 210 heading subsequently. The ZZZZZZ was not entered into the GPS. I'm positive it was entered pre-departure. We were never rushed or felt pressured. Did everything well in advance on the ground. Went over the route. The FO was flying LNAV back to the ZZZ VOR I think...no SA whatsoever. Very steep turn. The sudden bank and steepness startled me. I thought he was avoiding a bird or plane or something. I'm really sorry in not being sure what he was doing but I took the aircraft as fast as I could in that situation.

Also I didn't bank as steep back to the right to get back on course. Felt making steep turns wouldn't help. Pretty sure we flew out of Class B airspace. Just felt there was no hiding the deviation. Saw no other aircraft on TCAS and didn't want to throw passengers around in their seats doing steep turns. I don't know why the departure wasn't in the GPS. Nor why the FO would simply blindly follow command bars he should know were wrong. He was VERY tired on the flight up from ZZZ1 though. VERY tired. And he missed quite a bit of stuff. Lots of calls from ATC. I called for flaps three times before taxiing from our gate at ZZZ1. He said his flying experience had been almost nil. On deplaning at ZZZ1 he stated he should have informed me that he has not flown a takeoff or landing in an actual airplane in over a year. He is an extremely nice guy and I'm sure this virus had something to do with his being out of sync and not proficient.

I'm not sure what happened to the ZZZZZZ departure in the GPS. We briefed it and then briefly mention it on the checklist when it calls for a brief as well. I was startled but don't think I could take the plane any faster nor bank hard back to the right considering no traffic on TCAS. I didn't want to compound anything by making abrupt maneuvers. It's pretty much the easiest departure to make. Almost straight out to 5,000 feet.

I don't know what can be done. But the changes because of COVID...I definitely think guys that don't fly much and just come for landings every 90 days are maybe losing a lot of proficiency. That it's non linear drop off after a few extra months of no landing or experience.

## Synopsis

Air carrier Captain reported the First Officer made a sudden steep turn on departure while following command bars. The Captain took control of the aircraft and noted that the FO was very tired and had not done a takeoff or landing in over a year.

ACN: 1751639

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Environment

Weather Elements / Visibility : Turbulence

Weather Elements / Visibility : Thunderstorm

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Check Pilot

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1751639

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

WSI showed TRWs and MOD Turbulence near our route. Looked like we needed to deviate almost 200 nm east of course. Called Dispatch on SATCOM twice with no answer. Then sent free text ACARS message with no response. Coordinated with ATC for 150 nm deviation. Thirty minutes later [we] received message from Dispatch that he was called away from desk. I inquired about who was covering his desk and he said his "compadre" behind him. Also stated that "if he's busy or away, there is nobody else...last year we would have been thick as ticks...6 or 7 additional desks open...only 2 now due to COVID." This 30 minute delay is unacceptable! If we had an emergency and needed assistance, we would have gotten no help! We could have already landed somewhere without any coordination with Dispatch.

## Synopsis

Air carrier Captain reported a 30 minute delay in response from Dispatch regarding a deviation for weather. Dispatcher cited reductions in staffing due to COVID-19 as contributing.



ACN: 1751611

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 4500

Experience.Flight Crew.Last 90 Days : 75

Experience.Flight Crew.Type : 2000

ASRS Report Number.Accession Number : 1751611

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Fuel Issue

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

I'm writing this to highlight systemic issues with my airline's fuel planning policies that manifested itself on this particular flight. We were flying on a perfectly fine VFR day. I had realized prior to signing the release that our planned arrival fuel was lower than I like, but I accepted it because the company has been pushing for lower fuel quantities over and over. Had I asked Dispatch for more I am certain that I would not have been successful.

Once in cruise ATC asked us if we wanted to speed up to .78 to jump in front of another aircraft or take a short vector and slow to below .76 and follow. Knowing our fuel wasn't ideal I elected to slow and conserve fuel, 400 miles out. We monitored the fuel at every waypoint and the closer we got the more we realized we were going to be tight.

We continued and as we got vectored for the approach I considered declaring MIN fuel with ATC, but right as I was going to we were cleared for the approach. Any further vectors and we would have been fuel critical. Upon touchdown we had 1,700 lbs total on board. Our reserve fuel was 1,358. Going through training on this aircraft we were told explicitly that you never want to land with less than 2,000 lbs of fuel on board. Dispatch planned us to land with 1,954.

Let me be clear - this is not an issue I have with the individual Dispatcher involved but rather the system in place that is pushing Dispatchers to plan flights to land so extraordinarily low on fuel. Numerous phone calls with Dispatch have reinforced this. I sent an ACARS to our Dispatcher yesterday when we realized we had a problem and the response I got was "I'm just following protocol". The protocol is wrong and it needs to be addressed. We were 3 minutes of vectoring away from declaring an emergency, this on a perfectly clear VFR day. Weight was not an issue. Takeoff performance was not an issue. The only issue is the organizational pressure to dispatch flights with minimal fuel. Had we needed to go-around for any reason we would have landed with less than 1,000 lbs of fuel. The talk in the crew room these days is about how the company is dispatching our flights with so little fuel available and how the pilots are being pressured into accepting it whether they feel comfortable or not.

We noticed this in cruise when we began monitoring fuel burn. This issue was caused by operations pressure [on] Dispatch to load flights with minimal fuel. We accepted the reality, slowed the aircraft to conserve fuel, and contemplated alternative action.

Suggestions: stop this dangerous practice of dispatching flights with the bare minimum amount of fuel. It's a dangerous game to play and it's bound to backfire sooner or later.

## Synopsis

Air carrier Captain reported concern about the airline's policy of dispatching flights with very low fuel reserve.

ACN: 1751585

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Tablet

Aircraft Reference : X

Problem : Design

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 32

Experience.Flight Crew.Type : 4348

ASRS Report Number.Accession Number : 1751585

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Primary Problem : Aircraft

## Narrative: 1

I recently transitioned from the X type aircraft to the Y type aircraft back to the X type aircraft Captain seat. During each transition, I updated my tablet to the appropriate Jeppesen charts for the fleet that I was on. I am now back on the X type aircraft . I realized before my flight that I did not have the appropriate approach plates. The day before the flight I spent approximately two hours with the IT division trying to rectify the problem. We went as far as resetting my entire tablet ("wiped clean) to try to download the correct Jeppesen charts for the X type aircraft.

We did not have any success. The IT department could not figure out why the automatic load did not have the appropriate charts. I then contacted the appropriate company resource to discuss the issue but that division was closed for the day. Prior to my flight I obtained a loaner tablet from operations that had all required publications. Because I obtained a loaner, there were no problems associated with the flight.

With the many fleet transitions at my airline, it seems likely that there is another pilot flying without the appropriate charts on their tablet. This might be caught in pre-flight when the flight is entered but what about possible divert airports that would not be available. As an example I looked up another airport on my old tablet to see if the charts were available. [They] were not available.

## Synopsis

Air carrier Captain reported noticing during preflight that electronic charts for his destination were not loaded in his tablet computer.

ACN: 1751573

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : IMC

Weather Elements / Visibility : Rain

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Heavy Transport

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 10948

Experience.Flight Crew.Last 90 Days : 28

Experience.Flight Crew.Type : 4107

ASRS Report Number.Accession Number : 1751573

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Compressed and reduced crew show times along with remote and unfamiliar locations with higher workloads from reduced staff along with airline uncertainties sets the stage of additional threats prior to aircraft boarding.

First Officer seat swap with Relief Pilot to maintain currency along with a reduced arrival time at the remote aircraft parking further complicates and influences unexpected changes to proven habit patterns that often catches mistakes or details that unintentionally fall through the cracks.

Crew situational awareness broke down. After all the extenuating circumstances, reasons and deflections of blame are reviewed and scrutinized I take full responsibility for an unintentional safe departure with missing printed takeoff data.

Had I followed my normal crosschecks including a simple marking of all pre-departure printed paperwork highlighted by green sharpie marker, I feel "THE CREW" would have easily caught this blunder and broken the chain of events that caused this error.

Through this extreme humbling experience learning has definitely occurred.

I hope other crews learn from this mistake for which I offer no excuses.

## Synopsis

Air carrier Captain reported departing without proper takeoff data, citing high workload and career uncertainties related to COVID-19 cutbacks as contributing.

ACN: 1751568

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Weather Elements / Visibility : Rain

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Heavy Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Takeoff / Launch

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 13270

Experience.Flight Crew.Last 90 Days : 16

Experience.Flight Crew.Type : 1396

ASRS Report Number.Accession Number : 1751568

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

Operating Flight ABC ZZZ to ZZZ1. Neither the Captain nor FO were very familiar with ZZZ and with steady rain, and as the FO, I was focused on providing taxi instructions to the Captain from the south ramp until cleared to cross XXC. While crossing XXC, the Tower initially cleared us to turn right on Taxiway X to YY. After turning onto X, I commenced the before takeoff checklist which was interrupted by a Tower transmission for us to turn right onto X, which we had already done. This created momentary confusion for the crew but I completed the checklist, briefing YYR full length. Just as I completed the before takeoff checklist, Tower cleared us onto the runway and cleared us for takeoff. A proper runway verification was not done, the expectation was for full length and as the flying pilot I did not have the situational awareness, nor did the entire crew, that the aircraft was at an intersection while accepting a clearance onto the runway for departure. We commenced a normal takeoff with the FO as the flying pilot and at V1 it appeared that we had used up more than the normal amount of runway, at rotate speed I commenced a normal rotation with roughly 2,000 feet of runway remaining. After initial climbout, the crew discussed the fact that the takeoff roll had used up too much runway. Upon further investigation we realized we had taken off from intersection YY/YYR with takeoff numbers for full length on Runway YYR. We had briefed full length YYR during the preflight taxi briefing and had selected full length YYR (wet runway) when requesting takeoff numbers.

The crew as a whole did not perceive the threat that we could be given an intersection takeoff nor did we catch the error that we had numbers for full length while accepting an intersection departure. This error was not repaired and the crew put themselves and the aircraft into an undesirable and improper state. Monitoring/crosschecking along with situational awareness were the major CRM skills that were lacking. As a crew we discussed this at length during the flight and the remainder of the flight proceeded normally.

As a crew we could have aided in averting this situation by using our CRM skills by discussing or realizing that we may be assigned an intersection departure in ZZZ, the flying pilots were both from ZZZ2 where intersection takeoffs are not relevant. The fact that very few of us on this type aircraft are flying normal schedules in the current environment and that we may be operating under abnormal personal stress or out of airports we normally don't operate out of requires that we double our efforts to ensure we employ the very best of our CRM skills to ensure we all have the situational awareness to ensure continued safe operations.

## Synopsis

Air carrier First Officer reported they had numbers for a full runway takeoff, but were given and executed an intersection takeoff.



ACN: 1751543

## Time / Day

Date : 202007

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 14655

Experience.Flight Crew.Last 90 Days : 23

Experience.Flight Crew.Type : 2489

ASRS Report Number.Accession Number : 1751543

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 9970

Experience.Flight Crew.Last 90 Days : 18

Experience.Flight Crew.Type : 4018

ASRS Report Number.Accession Number : 1751563

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

First flight in over 6 weeks only second time in ZZZ in over 5 years. Have flown only 3 other legs since CQMV in March and those were in May. Missed the turn to [Taxiway] R from [Taxiway] B had to turn around and use new taxi route to get to runway. I was under the impression R was further down B. We also had a runway change from plan. I may have still had that route in mind when I missed the turn.

## Narrative: 2

On taxi out we received [an] unexpected runway for departure. Taxi instructions were A, AX, B, R , [Runway] XR. The FMC was reprogrammed accordingly and we got our new takeoff data. As we were on B I asked the Captain if I could begin the before takeoff checklist. As I was doing the checklist we passed the right turn to R. Ground advised us of the error and gave us new taxi instructions. No other problems were noted and taxied out the rest of the way to XR.

## Synopsis

Air carrier flight crew reported a taxiway incursion. Captain cited lack of recent flying.

ACN: 1751531

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZAB.ARTCC

State Reference : NM

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person.Facility : ZAB.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

ASRS Report Number.Accession Number : 1751531

## Events

Anomaly.ATC Issue : All Types

Detector.Person : Air Traffic Control

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

This issue involves time on position, lack of management and traffic management knowledge of airspace, and lack of social distancing during the COVID-19 pandemic. We've been using CIC's (Controller-In-Charge) every day. We had 3 CPC's, one partial R-side, one D-side, and one partial D-side. During this low traffic volume time I think we should have 6 CPC's available in order to be able to open 4 sectors (if needed) and still not allow controllers to go over 2 hours on position without being asked for a break.

We had three sectors open. So with 40 minute breaks we were already on position for over 2 hours each time. Traffic volume was getting high like it has been between XA:30 and XD:00. Sector 17's number on the TSD were showing around 7 over their MAP number. A D-side was therefore assigned to the sector 17. Our CIC went to talk to TMU to ask what the plan was to bring that number down. They told him they're doing nothing and are expecting us to just split sector 58. The CIC said sector 58 would then have too many planes in it because it was showing 31 planes when it's MAP number is 22. So 9 planes over their limit. TMU told the CIC that this number must be wrong. (We found out later

that CIC didn't really know where sector 58 was. CIC thought it was just an ultra high sector just above sector 17 only. It overlies sector 93 also.) The OMIC wasn't familiar with sector 58 [either]. The OMIC instructed our CIC to open 58. Of course when he did sector 58's numbers were way over what was allowed in the sector. This forced the CIC to call down the other D-side trainee from upstairs to help out. Also, TMU now had to scramble to figure out how to mitigate traffic out of sector 58 after realizing what the sector was. One of the D-side trainees was not wearing a mask nor social distancing himself. I was not comfortable with him working D-sides since he would be less than 6 feet from the R-sides and also touching the equipment.

The CPC they called back from break had only been on break for 15 minutes and that was after being on position for over 2 hours prior. After an only 15 minute break he was called back to work a sector way too busy for what it was meant for. All of this is unsafe in my opinion. There was no social distancing because sectors were not split in a smart manner. All of us went over 3+ hours on position during that time without being asked for a break. The whole situation was unsafe in many ways and it could've been handled better by TMU and management.

Training for TMCs and OMs on the airspace. Staff us better. I'd rather have better staffing and more R-sides to be able to split sectors than utilize D-sides during the pandemic.

## Synopsis

ZAB ARTCC Controller reported staffing issues, TMU lack of airspace knowledge and social distancing concerns.

ACN: 1751509

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Taxi

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Transport

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 175

Experience.Flight Crew.Last 90 Days : 12

Experience.Flight Crew.Type : 60

ASRS Report Number.Accession Number : 1751509

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Ambiguous

## Narrative: 1

I was taxiing to my parking area in Section X at ZZZ after landing. The Controller had approved me to taxi all the [way to] parking, and asked a larger twin to hold in Section X and let me pass first. Unfortunately, the twin aircraft was blocking the entry (he was not over the line though), but I couldn't get by him into the parking area. Since Coronavirus hit, this was the most planes parked at Section X, and I had limited options to enter the area due to the many planes parked on site. I stopped, was thinking what to do and was about to radio to the Controller, but the twin pilot radioed first, telling the Tower I had stopped and probably wanted the twin to exit first. The Controller asked if I wanted to give way, which I agreed...as I basically had no choice if I was to park in Section X. The Controller then (politely) told me next time to park as that was the direction he had given me. I replied "Roger" and left it at that.

If I could do it again, I would have entered Section X earlier where there was a gap between parked planes, but that was quite a distance from my hanger, and I would have to maneuver between the many parked planes. Or, should I have radioed earlier that my pathway was blocked and requested the twin exit the area first? I am unclear on the proper procedure in this situation.

## Synopsis

Pilot reported that during taxi another aircraft was blocking entry into the parking area and that parking options were limited due to many parked aircraft since COVID-19 started.

ACN: 1751433

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Weather Elements / Visibility : Rain

Weather Elements / Visibility.Visibility : 5

Light : Daylight

Ceiling.Single Value : 1200

## Aircraft

Reference : X

Aircraft Operator : Air Taxi

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Taxi

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Engineer

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 28000

Experience.Flight Crew.Last 90 Days : 10

Experience.Flight Crew.Type : 140

ASRS Report Number.Accession Number : 1751433

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 1430  
Experience.Flight Crew.Last 90 Days : 4  
Experience.Flight Crew.Type : 85  
ASRS Report Number.Accession Number : 1741439  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

FO hand flying ILS in clouds, we were cleared for the approach and told to contact Tower. I dialed the Tower frequency, but got distracted by correcting the flying of the FO and forgot to switch the frequency. We landed without a landing clearance and then realized we were not on the Tower frequency on vacating the runway. We contacted the Tower and apologized, and we were told to taxi to our gate. No further comments from the Tower Controller who was also handling Ground Control.

## Narrative: 2

Because of COVID-19 I haven't flown at all. This was my second day on my rotation. On our second leg we were coming back to ZZZ from ZZZ1. I was the flying pilot, it was cloudy and there was a lot of turbulence. I was mainly focusing on staying at the glide slope and maintain safe airspeed. Captain was running the checklists and communicating with ATC. When we're almost 5 NM out ATC cleared us for ILS XX approach. I was so focused on flying the plane and I couldn't catch that Captain didn't switch to Tower frequency. He was doing suggestions and giving me instructions and he forgot to talk to the Tower frequency. When we passed the Final Approach Fix my main focus was on landing the airplane safely and smoothly. Which I did even though it was super windy and bumpy. After landing safely and slowed down the aircraft to a safe airspeed I gave the controls to Captain.

We safely cleared the active runway and I tried to talk to the Tower since they didn't give us any taxi instructions or frequency change and that's when we realized Captain never switched to Tower frequency. As soon as I realized what happened I contacted Tower, I apologized and wrote down the taxi instructions. We went to the main gate and parked the plane. After that me and Captain talked about what happened and we talked



about what we did wrong and we talked about how we will make sure that won't happen again. We were both agreed on that communication is really important and from this point on we will double check everything and always try to improve our communication skills. It's also proved [to] us that non-flying pilot's role is really important as well.

## Synopsis

Air carrier flight crew reported landing without a clearance.

ACN: 1751417

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1751417

Human Factors : Physiological - Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

On [date], on my last flight of the night I thought I may have experienced some very mild symptoms of being ill. In the past, I have experienced mild symptoms before and have felt 100 percent better the next day. The next day, I reported for a two day trip and felt absolutely fine to work. Again, I felt completely fine to work, and I would never deliberately go to work while feeling sick. After my trip was completed, I experienced symptoms of being ill, and decided to set up a COVID test. I took my COVID test and received a positive test result. I have been quarantining since I took the test.

I believe that not flying while possibly being ill would prevent this from happening again. If I could do things differently, I would not have flown with the possibility of being sick.

## Synopsis

Flight Attendant reported having mild symptoms of being ill, but decided to take another two day trip. Flight Attendant continued to feel ill after the two day trip warranting a COVID test, which was positive.

ACN: 1751372

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1751372

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

After takeoff I noticed the passengers had an infant car seat in between them during our simplified beverage service. I quickly apologized for our crew in missing this during boarding, but that the infant car seat that was rear facing had to be moved for taxi, takeoff and landing phases of flight to be at the window. I again apologized (infant was at

the time being held by mom and not in the car seat itself, but again it was in the middle) and he agreed to move it for landing and said he understood as I explained that if in an evacuation it was blocking his wife from exiting.

Fast forward to descent and 18,000 feet I again told the guest that we needed to move the car seat to the window, where his words soon became a bit more on the combative side. I continued to firmly stand my ground with moving the car seat for landing and was safest for all as well as a rule I was unwilling to budge on. He was upset that it wasn't said to him prior to takeoff and I agreed with him we should have caught the issue prior, but sometimes these things happen and we are required to fix them as we see them.

During this social distancing and mask wearing time in our country, there are a lot of emotions and scare while flying for some. During boarding a through flight with multiple little incidents adds up and human error can happen with missing individual situations. Again the car seat was something that should not have been missed but it does happen on occasion and once it was noticed airborne we mentioned it to the passenger and had him move it for landing.

## Synopsis

Air carrier flight attendant reported a passenger was upset with being told to comply with regulations regarding their child seat. Flight Attendant suggested many passengers seem more stressed than usual because of COVID-19 pandemic procedures.

ACN: 1751362

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1751362

Human Factors : Communication Breakdown

Human Factors : Other / Unknown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger X row X was disappointed with the passenger in front of her because he had his mask down while drinking his coffee. We kindly explained to her that it's allowed. Passenger X then started griping about the fact she wasn't allowed to move. we

professionally explained to her that we are weight restricted in the front so we cannot accommodate that request at this time. She still was confused so we had the CS Supervisor on board talk with her. After we got in the air apparently the two gentlemen in row Y took their own seats and yet again Passenger X started right back up about why she cannot move and they can. Apparently the gate already moved the gentleman, so that they have their row.

I was just cornered in my galley by Passenger X. She began raising her voice at me about our guests in front of her for not wearing their masks while eating and drinking. I told her all guests are allowed to have their masks down while eating or drinking. She began raising her voice more about her dying father and she doesn't wanna get exposed to COVID. I told her I'm monitoring the whole situation and they aren't doing anything wrong and apologized. She then told me I was no help and she wants my name. Furthermore; explained I cannot enforce it when they're really doing nothing wrong.

Have more information at the gate regarding folks [being] allowed to eat or drink with their masks down.

## Synopsis

Flight Attendant reported a passenger was upset with the airline's COVID-19 policies when observing other passengers removing their masks to eat and drink.

ACN: 1751348

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1751348

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger X came on [and] complained of feeling motion sickness [and] asked for motion sickness med. I replied we don't carry [them]. She then asked for aspirin. I gave it to her. She went to the restroom several times during flight, at one time she stated that she



[soiled clothing item] and she needed to discard it. I gave her a sick bag to put [it] in. I also told her she needed to put a mask on while on plane. Every time she used [the] restroom she did not have a mask on or in her seat. She did not have a seat mate, [since] I had moved him during boarding. I also asked her 3 times to put her mask on in her seat. Halfway through flight she began to feel better but on landing asked for sick bag.

## Synopsis

Flight Attendant reported a passenger refused to comply with COVID-19 mask requirements in flight.

ACN: 1751330

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 24

Experience.Flight Crew.Type : 12400

ASRS Report Number.Accession Number : 1751330

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was the Captain and the responsibility for the situation is entirely mine. Due to the COVID situation, I have not flown much in the last several months. This station requires a special noise abatement procedure to be flown by the Captain. I did an extensive briefing covering all aspects of the special procedure. The Before Start Checklist procedure was normal. The problem occurred when, with all the discussion surrounding the procedure, we pushed back without completing the Before Push Checklist. Once the pushback was complete and the Ground Crew cleared off, and the First Officer about to call for flaps, we both realized I had not called for and we had not completed the Before Push Checklist.

I then called for the Before Push Checklist and we completed it. I believe this put us in an expectation bias that, having completed a checklist, albeit not the Before Taxi Checklist, shortly after starting engines and clearing the Crew off, we called for taxi. We had, in effect, substituted one checklist (Before Push) for another (Before Taxi). We then taxied out to the runway without having completed the Before Taxi Checklist. As we approached the runway, I completed my Captain before takeoff flows, which includes a throttle slide / takeoff warning check. This resulted in a takeoff warning horn.

At that point, we realized the Before Taxi Checklist had not been completed and the flaps were still in the UP position. We advised the Tower we needed some extra time to complete some checks and were given taxi instructions to a location where we could stop the aircraft. At that point, I directed the First Officer to begin at the post engine start point and to call for flaps. He called for flaps, I responded with the takeoff flap selection and directed a control check. After the control check, I called for the Before Taxi Checklist. We completed the Before Taxi Checklist normally. I then apologized to the First Officer and asked if he was comfortable with our situation and that we were ready to continue. Upon a positive response, I accomplished a Before Takeoff Flow, and called for the Before Takeoff Checklist. The Before Takeoff Checklist was completed normally and the remainder of the flight was uneventful.

I am at a loss as to how I missed calling for the Before Push Checklist - which precipitated the subsequent problems. But, once we realized that checklist was missed, I should have added a comment (which I subsequently did shortly before takeoff) that we had an error (missing Before Push Checklist), and to take a moment to think about where we were (not in the Green) and was there possibly anything else we might be missing (like the Before Taxi Checklist) before we continued.

## Synopsis

Air carrier Captain reported failure to call for the Before Push checklist, then also failing to call for the Before Taxi checklist, citing lack of flying due to COVID-19 cutbacks as contributing.

ACN: 1751324

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1751324

Human Factors : Communication Breakdown

Human Factors : Fatigue

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On a visual approach, ATC instructed us to contact Tower at the FAF. After touching down, I realized that I didn't contact Tower. I quickly swapped to Tower and received Tower's instructions to taxi to the ramp with him.

### Threats

1. Long duty day (12+ hours)
2. Time of the day (X:XX a.m.)
3. No other aircraft on frequency, which is unusual. Usually, you are hearing all the other aircraft swapping frequencies. However, this was late at night during COVID-19 times with less traffic.
4. Previous Maintenance issues, Flight Attendant issues, return to gate event, and aircraft swap, which delayed flight three hours.

We could have discussed that we needed to be extra vigilant on arrival and approach due to the long duty day, time of day, and previous Maintenance issues. Another possibility is that since no one else was on Approach or Tower frequency, the Tower could have reached out to Approach to contact us.

## Synopsis

Air carrier First Officer reported landing without a clearance, citing fatigue and scarcity of other aircraft operating due to COVID-19 reductions as contributing.

ACN: 1751315

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 150

Experience.Flight Crew.Type : 2200

ASRS Report Number.Accession Number : 1751315

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Tug Driver was wearing a mask due to COVID. His mask made his communication to us very muffled and difficult to understand. This is a safety concern. We could understand the basic and expected commands. Anything out of the ordinary would have been difficult, if not impossible, to understand. Tug Drivers alone on a tug and outside should not be wearing a mask covering their mouth to enable clear communication with the cockpit.

## Synopsis

Air carrier First Officer reported difficulty communicating with the tug driver during pushback because the tug driver was wearing a mask in compliance with COVID-19 procedures. Reporter suggested the mask was not necessary when the driver was alone in the tug.

ACN: 1751299

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 50

Experience.Flight Crew.Type : 2650

ASRS Report Number.Accession Number : 1751299

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

When Detected : Pre-flight

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Company Policy



Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

The Captain and I realized our planned route was going to take us directly into a long front of thunderstorms. We called Dispatch to change the flight plan to circumvent the storm. Dispatch seemed lazy and uninterested in our request. The Captain was able to convince Dispatch to file an alternate route and asked Dispatch if they needed to call ATC to coordinate. Apparently, they did not.

It was night, with decreased flying from COVID-19. There's no congestion that would have prevented Company Dispatch and Clearance Delivery to plan us a safe route. We received a second Release with a revised flight plan. I called Clearance. Clearance said I had two flight plans filed and read back the route of the original Release. I told him that was the wrong one and Clearance Delivery replied with, "Read back correct." He didn't listen or care. I called again and asked for my new routing. Before I could finish speaking, clearance began talking, so I didn't hear the first part of what he said. It was basically, we can't do it.

My Captain called clearance and asked again. Clearance said we could contact our Dispatch to refile. Clearance Delivery was being extremely unhelpful, unprofessional, and began introducing confusion into our flight planning. We had to call again to confirm our legal routing (the one that takes us into the thunderstorm). Not long after we took off, ATC cleared us around the storm, basically along the path we had requested. As we flew, we could see our planned route would have taken us right into the storm.

Company Dispatch needs to file flight plans that do not needlessly take us into thunderstorms. We need to have a Release that plans for what we're going to fly. We need to begin on the right flight plan and not have to request and hope we'll get a safe routing later. Clearance Delivery needs to communicate with pilots.

## Synopsis

Air carrier Captain reported the difficulties experienced with Dispatch and Clearance Delivery as they requested an alternate route to avoid thunderstorms.

ACN: 1751290

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 5000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Component

Aircraft Component : Air Conditioning and Pressurization Pack

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 65

Experience.Flight Crew.Type : 4000

ASRS Report Number.Accession Number : 1751290

Human Factors : Communication Breakdown

Human Factors : Human-Machine Interface

Human Factors : Other / Unknown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Automation : Aircraft Other Automation  
When Detected : In-flight  
Result.Flight Crew : FLC complied w / Automation / Advisory  
Result.Flight Crew : Overcame Equipment Problem  
Result.Flight Crew : Returned To Departure Airport

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

As we were climbing through about 5,000 feet MSL, I told the Captain that I was turning the packs on HIGH to cool the cabin, as it was very hot. I looked up at the pack switches and unintentionally moved them in the wrong direction to the OFF position instead of HIGH. Contrary to what I normally do, I did not verify my action. Climbing through 10,000 feet I called for the Climb Checklist; the Fuel Caution illuminated (due to the center tank being empty) and ATC gave us "direct ZZZZZ" intersection and "climb to FL 210" which added to the workload and distracted me.

As the Captain read "Pressurization" from the checklist, I did look up at the Cabin Altitude Differential Pressure, and rate gauges and the position of the needles looked normal, so I replied: "checked." In hindsight, I realize that I missed the first point of my usual Pressurization Check Flow, which includes checking the two needles on the Duct Pressure gauge, and the packs switches position. Shortly above 20,000 feet the Cabin Altitude Warning light illuminated and the horn sounded. In short order we donned the oxygen masks and established communication, leveled off and silenced the horn. The Captain ran the QRC, QRH, and requested a lower altitude to ATC.

We agreed that we were going back to ZZZ. Sometimes in this time frame, I realized that the packs were OFF due to my error in positioning the pack switches. I told the Captain and reached up to move them back to HIGH. I did not realize that the Captain had not heard me and did not see me. With the noise of the masks and the various tasks of running the QRC, QRH, the flight attendant calling us, and the return to ZZZ, I should have communicated much more effectively and assertively with the Captain to make sure he had heard me and that we were on the same page.

When we leveled off at 10,000 feet and took the oxygen masks off is when I told him again that I inadvertently turned OFF the pack switches and that there was no issue with the aircraft. We agreed that the safest course of action was to run the appropriate checklists and return to ZZZ.

Cause - I am usually pretty consistent and methodical in double and triple checking what I do, but I did not realize that this morning the combination of a number of risk factors could lead me to let my guard down and become more distracted.

The heat made me rush and I reverted to muscle memory by moving the pack switches up (like when I start the engines or transfer to APU bleed). The only other couple of times in six years that I needed to move the packs to HIGH I remember thinking how easy it could be to make the error of moving the switch in the wrong direction as this is what we normally do with each engine start.

AM trip against my preferred PM circadian rhythm. Busy four-day with the ETOPS check out and with earlier show times than scheduled due to reroutes for ZZZ1 cancellations.

General uncertainty of COVID-19 and preoccupation of being furloughed (for both myself and my husband who is junior to me).

## Synopsis

Air carrier First Officer reported inadvertently moving the pack switches to off instead of high flow causing a cabin depressurization during climbout.

ACN: 1751272

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 25000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Component

Aircraft Component : FMS/FMC

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 20

Experience.Flight Crew.Type : 5000

ASRS Report Number.Accession Number : 1751272

Human Factors : Distraction

Human Factors : Human-Machine Interface

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation - Altitude : Undershoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Given crossing restriction of ZZZZZ at 280 knots at FL250. Captain had difficulty getting 280 knots at fix in ZZZZZ1. Finally glad to put the speed into the Descent page because FMS would not allow it on flat Plan page. Yet aircraft was in LNAV/VNAV PATH. The next clue was ZZZ Approach asking us if we had a crossing restriction and we fessed up. He gave us a descent to FL190 and did not sound concerned and didn't have to vector any other aircraft. We are both retiring in a few weeks and that is proving to be a bigger distraction than anticipated.

## Synopsis

Air carrier First Officer reported missing an altitude crossing restriction while on arrival.

ACN: 1751266

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 1

Altitude.AGL.Single Value : 200

## Environment

Flight Conditions : IMC

Weather Elements / Visibility : Rain

Weather Elements / Visibility.Visibility : 1.5

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 70

Experience.Flight Crew.Type : 70

ASRS Report Number.Accession Number : 1751266

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Automation : Aircraft Other Automation  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : FLC complied w / Automation / Advisory  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

Before we left ZZZ1, the weather at ZZZ was partly cloudy, calm winds. Our first check of their ATIS said the same and I briefed a visual approach. A bit later we received a message from Dispatch about approaching storms providing new routing to avoid them. As PF (Pilot Flying), I primarily concerned myself with working my way around the weather. A new ATIS came in, and the Captain mentioned rain on the field. Honestly, I didn't look at it that closely because I was dealing with the enroute weather at the time. It wasn't until we were about 20 miles out that I realized that the weather wouldn't permit a visual approach. I quickly debriefed the approach as an ILS, reset the minimums and continued.

As we continued inbound in heavy rain, things started to deteriorate. The Captain did not call 500 feet, then called "approaching minimums" 100 feet early. I saw the lights and continued, but with the heavy rain and an unexpected crosswind (the latest winds had had 5-knot winds down the runway), I elected to go-around. I pushed the power up, pressed TO/GA (Takeoff/Go-Around) (or so I thought at the time), and called for "go around power, flaps 15." I was concentrating on flying the aircraft but saw the Captain reach over and move something as he was talking on the Tower calling our go-around. I was pushing forward while trimming nose-down to counter the pitch up caused by the power increase and called "landing gear up," and received a response of "it's already up." Instead of putting the flaps to 15, he had raise the gear. I had him raise the gear and I again asked him to recheck the go-around power. While I was pushing and trimming, the airspeed significantly decreased and we got an "AIRSPEED LOW" warning (at the time we were about 5-10 knots below VRef (Threshold Crossing Speed)). Eventually I got the pitch trim situation under control and was able to continue the go-around.

Numerous factors led to this event. First of all, the recent reduction in flight hours has definitely affected our proficiency, particularly mine. This was only my fourth day flying since the beginning of June, and I was definitely rusty. I made an error by not updating myself on the weather and setting up earlier for an instrument approach. Secondly, Crew coordination was lacking. The Captain was talking on the radio rather than helping with the go-around. Afterward, he told me the go-around caught him completely by surprise, and commented that he hated go-arounds and that he had struggled with one on a recent check-ride.

## Synopsis

Air carrier First Officer reported a "Slow Airspeed Warning" situation during a weather related go-around event and cited lack of flying time as a contributing factor.



ACN: 1751209

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1751209

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

There was no PPE (Personal Protective Equipment) on the flight deck. No Clorox or similar wipes on the flight, I called operations and asked for some to be brought out to the

airplane. Non arrived prior to departure, so I used my own disinfectant wipes I brought from home. The proper disinfectant wipes are not being provided to the flight deck. When we check in at the gate, the agents there should hand wipes to the crew! Which in turn, keeps less people coming and going from the flight deck.

## Synopsis

Air carrier Captain reported company policy was not followed regarding Personal Protective Equipment (PPE) when the pilot crew arrived at the gate.

ACN: 1751150

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 15500

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1751150

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Other / Unknown

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

We were assigned a descent to 17,000 feet then given a descend via clearance for the ZZZZZ arrival into ZZZ. The hard altitude was selected in the altitude preselect before altitude was captured. This allowed the aircraft to descend below the bottom of ZZZZZ at 17,000 [feet]. The First Officer noticed the deviation moments before ATC queried us to ensure the proper clearance was issued. We were at 15,500 feet so the First Officer, Pilot Flying (PF), leveled off and held the altitude until ZZZZZ, as we were only a few miles from ZZZZZ at the time.

Cause - I, Pilot Monitoring (PM), was distracted doing other tasks in preparation for landing and neglected my PM duties. An additional factor was this was my first trip working since the end of April. My PM and scanning skills had been a little rusty.

## Synopsis

Air carrier Captain reported an altitude deviation citing distraction and not working for several months as contributing factors.

ACN: 1751143

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Light : Dusk

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class D : ZZZ

## Component

Aircraft Component : Radio Altimeter

Aircraft Reference : X

Problem : Failed

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1751143

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Human-Machine Interface

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was the First Officer and pilot flying on this leg, my first on a trip assigned to me to keep my landing currency. We were set up for a straight in visual approach. The radio altimeter was inoperative on my side, but was working fine on the Captain's side and was MELED appropriately. On final approach, I called for "check spoilers, flaps 45, before landing check." Shortly after these were completed, the "500" annunciation played. It came sooner than I expected, but I wasn't checking the radio altimeter as often as I regularly do, since I had to look at the Captain's side to do so. At that point the approach was stable and we continued to land. Afterwards on the taxi to the gate, I realized that with the short time between us becoming fully configured for landing, and the 500 feet call, we were probably not fully configured at 1,000 feet above the threshold and should have executed a go-around. During the debrief discussion, the Captain agreed.

Cause - My lapse in situational awareness, allowing a descent through 1,000 feet without being fully configured to land. Contributing factor: over-reliance on using my radio altimeter to stay aware of my height AGL during approaches, and not briefing my inoperative radio altimeter as a threat during my arrival briefing.

Recognizing my inoperative radio altimeter was a threat and briefing a mitigation strategy, even though we were flying a visual approach and the Captain's side was working. Perhaps a callout at 1,000 feet similar to the "500 to go" call, but I understand there are exceptions and reasons why it isn't required in the procedure.

## Synopsis

Air carrier First Officer reported an unstable approach while on flight to maintain landing currency.

ACN: 1751136

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 5000

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Initial Approach

Route In Use : Visual Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1751136

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1751137

Human Factors : Human-Machine Interface  
Human Factors : Workload

## Events

Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Flight Crew : FLC complied w / Automation / Advisory  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On approach into ZZZ we called the field in sight as we were descending through probably 5,000 feet on a vector to ZZZZZ intersection from the Southwest. We were cleared to cross ZZZZZ at 3,000 feet after which we could fly the visual approach. I was working to slow down and get down because I had too much energy on the airplane. As we approached ZZZZZ at 3,000 feet, the glideslope indicator show that we were high. I forgot that we had to cross the intersection at 3,000 feet and started to descend to the glideslope. The autopilot was off and I started to make a left turn to intercept the localizer. As we approach 2,700 feet Approach reminded us that we were supposed to be at 3,000 feet until crossing ZZZZZ. I began a climb back to 3,000 feet and we informed them we were correcting back to 3,000.

In my effort to get the airplane slowed down I let myself forget the clearance we were given. I was thinking visual approach, saw the runway, saw the glideslope below us and just completely let go of the requirement to cross the intersection at 3,000 feet. I lost situational awareness at a very bad time.

If I had gotten slower sooner I would not have been preoccupied with dissipating the extra energy. I don't feel I was rushing necessarily, but I did not give myself the chance to recover situational awareness at a critical moment. It was only a small amount of time that my SA was lost, but that was all it took to make a stupid mistake.

## Narrative: 2

On a dogleg to final, we were given direct ZZZZZ. We called the field and were further assigned Direct ZZZZZ, maintain 3,000, cross ZZZZZ at or above 3,000 and then cleared visual approach Runway XXL. 3 nm from ZZZZZ the Captain and PF decided to de-automate the airplane by disconnecting the autopilot and auto throttles at or around 240 kts and a clean airplane. We started to dirty up and speed to follow. Making the turn onto the LOC about 1 nm to ZZZZZ, Captain asked for gear down and an additional flap setting. My focus was flight path management to ensure we stayed on our vertical path while simultaneously ensuring that we did not have an upward speed trend that would put the flaps outside their higher speed setting. at the same time, the aircraft dipped below the flight director. The FMS was programmed correctly for ZZZZZ 3,000 [feet]. As PM, I failed



to monitor the flight path and allowed my PF to unknowingly deviate from the assigned altitude. Approach called us out on our deviation and I responded with "correcting," (and added a short but sincere apology). The rest of the approach was uneventful. I saw 2,750 at the time of approach control notification.

High workload coupled with a PF that hasn't flown much in the previous 90 days. PM should have asked PF to re-automate until a lower workload time (such as established on final) was appropriate.

Keep the airplane automated until more proficient in the previous 90 days. PF had admitted he hadn't flown much...so de-automating probably wasn't the best idea in hindsight. As PM, I needed to give him more back-up.

## Synopsis

Air carrier flight crew experienced an altitude deviation while descending on approach and attempting to slow the aircraft. Crew stated that loss of situational awareness and Captain's lack of recent flying contributed to the event.

ACN: 1751123

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1751123

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1751124

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Captain's takeoff. We were cleared to taxi to Runway XXR via Bravo. We ran our checklist "to the line." We were pushed to Tower frequency. Tower contacted us and gave us the option for an intersection takeoff at Foxtrot or full length, Runway XXR, lineup and wait. We still had a long taxi to get the hold short of Runway XXR. We continued to taxi, we ran the "below the line" items remaining on the Before Takeoff checklist. We entered Runway XXR at the full length. The Captain pushed up the throttles and started our takeoff roll. We went through our normal callouts and rotated. A short time after we were airborne, the Tower Controller contacted us that we had not been given clearance for takeoff. I thought we had been given clearance for takeoff on our taxi which was not the case.

[Cause was] complacency. Expectation bias (at some moment, we were going to be given clearance to takeoff on our long taxi?). Mounds of external stressors that are distracting (COVID-19, upcoming furloughs, possibly being displaced to a new base due to company downsizing). Those external stressors seemed to be at the forefront due to the long quiet taxi to XXR and inactivity and lack of operations at ZZZ due to decimation of the industry. When I am busy, I am acutely more aware of my SA.

To combat complacency, I will make a concerted effort to tune into my SA and strict adherence to SOPs. One thing I believe in and live by is to NOT worry about things out of my control. I let that slip for a few seconds and it cost us severely. All the external factors I mentioned above are out of my control therefore I will get back to compartmentalizing them. There is nothing I can do about them. The only thing that is within my control at that moment in time is the operation of that aircraft. To help combat Expectation Bias, I have already made a mechanical change to ensure we receive takeoff clearance. I have started to press the chrono button on the panel that starts the clock when takeoff or landing clearance is received. If that clock is not started, I will be asking the CA and tower for clearance or to verify clearance. I have also written on my checklist, on the bottom of the "Before Takeoff" "takeoff clearance?" I believe these changes will prevent any further miscues.

## Narrative: 2

Cleared to taxi out to Runway XXR. On taxi out completed taxi check list to the line. Switched to Tower and given the option for an intersection or full length departure. We took full length. Was given clearance onto the runway very early on the taxi. Completed below the line check list. Took the runway and departed. On climb out was informed that

we had taken off without a takeoff clearance.

[Causes include] being cleared onto the runway very early, very quiet day. Being somewhat distracted by COVID and the state of the Airline. Assumptions. We thought we were cleared for takeoff.

Be more vigilant, block outside distractions, don't assume.

## Synopsis

Air carrier flight crew reported taking off without a clearance and stated that being distracted by the COVID-19 pandemic and the state of the airline contributed to the event.

ACN: 1751121

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class E : ZZZ

## Component

Aircraft Component : PFD

Aircraft Reference : X

Problem : Design

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1751121

Human Factors : Fatigue

Human Factors : Distraction

Human Factors : Human-Machine Interface

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1751127  
Human Factors : Fatigue  
Human Factors : Training / Qualification  
Human Factors : Human-Machine Interface

## Events

Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Regained Aircraft Control  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

After departing ZZZ I was the pilot monitoring on climb the flaps were retracted before appropriate speed. After noticing I told the Captain and he lowered to nose about 5 degrees and the plane accelerated normally.

We had come from ZZZ1 with a show time of XA10. This flight had no crew meals. We landed in ZZZ and had 1 1/2 hrs till this flight. Neither the Captain or myself could get anything to eat because nothing was open in the terminal. We were both hungry and HOT. On taxi out we both made the comment how hot the plane was and the COVID mask didn't help that. There were several airplanes taking off with similar call signs and it was busy. I personally felt a little Task saturated after takeoff. The Captain called for flaps up right at radio call and frequency change. I never looked up and retracted the flaps.

I feel that I should have been offered at least a snack. The airplanes should have the APU left on in the ZZZ heat. I find the COVID mask to be a distraction. Somehow we need to address similar call signs. Turn the autopilot on ASAP at busy airports.

## Narrative: 2

Flaps were retracted prior to appropriate speed.

Fatigue from excessive heat in receiving aircraft, wearing a mask, and no food easily obtainable. Obstructed view of PFD due to bright ambient light, dim PFD illumination, mask and associated fogging from breath. Lack of recent flight experience. As I looked at the PFD I was unable to see S speed. I did not recall what it was in knots. The aircraft was light. I assumed we had flown through it and requested " flaps up." The FO, who was also having fatigue issues, who was also distracted by many similar call signs, selected flaps up. Airspeed immediately came into view, I lowered the nose and, due to a high density altitude, the aircraft slowed then slowly began to accelerate. We proceeded on to ZZZZ1 without further event. I was hand flying attempting to regain proficiency after a long period of little flying activity.

Acknowledge fatigue and call off the trip. Acknowledge fatigue and use the auto-flight systems. Replace screens so that their content is more visible. Change ATC call signs so that they sound different and our call sign is more easily distinguishable. Make sure food is available. Provide de-fogger for glasses. Keep aircraft cool.

## Synopsis

Air carrier flight crew reported retracting the flaps during climb before the appropriate airspeed and stated that fatigue, hunger, and excessive heat in the aircraft contributed to the event, and the COVID-19 mask was a distraction.

ACN: 1751102

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

Maintenance Status.Maintenance Type : Scheduled Maintenance

Maintenance Status.Maintenance Items Involved : Inspection

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1751102

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected : Routine Inspection

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

Doing a scheduled check for Aircraft X in long term storage on the ramp, and closing everything up upon completion I noticed speed tape torn around Pack 1 and 2 inlets and exhaust. Confused, I checked both inlets with a light to see if any tape was sucked in. But because the duct bends I am not 100% sure if any of the speed tape ripped and entered the system. Checked all the planes on the ramp. There is one other plane out of XX with speed tape on the pack intakes. I am unsure if it is required, applied new speed tape to both Pack 1 and 2 intake and exhaust and hung streamers to help prevent this in the future.

## Synopsis



Technician completing a routine check on stored aircraft reported finding torn speed tape in the Pack 1 and 2 inlets and exhaust. Reporter could not visually verify if the tape had entered the system due to the duct bends.

ACN: 1751096

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class C : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1751096

Human Factors : Communication Breakdown

Human Factors : Fatigue

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1751212  
Human Factors : Fatigue  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

After being cleared for a close in visual approach to [Runway] XR in ZZZ we got switched to Tower. We were high but descending at a good rate to get on to the glide slope. We were switched to Tower while we were configuring for landing. After I dialed the frequency but before I made the switch I moved to extend the next flap setting. I didn't come back to flip the switch and was distracted by ensuring proper configuration and getting stable. We were configured and stable at 1,000 feet, but we missed the 500 foot call which is when I also double check we're cleared to land. We landed and pulled off the runway uneventfully. I recognized the error and flipped the switch. I said only our call sign and Tower just told us to cross [Runway] XL and taxi to the gate. We called the tower to apologize and he told us it was no issue and that he gave us the green light. It was late. I was tired. I was too focused on monitoring the flight path and not on doing my other core duties. Proficiency may have played a role as I haven't been flying super frequently. I didn't trap the error using my other reminders.

## Narrative: 2

Flight from ZZZ to ZZZ1. Uneventful flight, descent, and approach. However we landed [Runway] XR without Tower radio transmitted landing clearance. Spoke with ZZZ Tower via telephone after arriving [at] gate. Tower had given us a green light to land.

Our day started with a XA45 local push out of ZZZ2 to ZZZ with a 2.5 hour sit in ZZZ then flight to ZZZ1. At each briefing we talked about the threat of a long day and the later than normal hours of operation for both of us. Both of us had been up early in the day. Approach into ZZZ1 was a visual (backing up with ILS). The approach was stable by 1,000 feet AGL, but high and fast prior to this. VFR conditions and it was still daylight at ZZZ. I believe fatigue and the concern about fatigue effecting performance were our biggest threats. PF was focusing on flying the approach and I believe got tunnel vision about the task of flying a stable approach and landing. The PM was backing up the PF concerning the approach, etc. Not contacting the Tower was a mistake, obviously. Believe both got too focused on the specific task vs. the overall situation. What I would do differently: fly a longer downwind with a stable approach being reached at a higher altitude.

## Synopsis

Air carrier flight crew reported landing without a clearance from Tower and stated that fatigue and lack of recent flying contributed to the event.

ACN: 1751094

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1751094

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

I arrived at the airplane to clean it with disinfectant wipes, there were none on the aircraft. I used my own personal stash to clean the flight deck. This has happened two days in a row, at two different stations. Both times they were aircraft that RONEd at the station. There is zero PPE being provided for the flight deck during operations. I had to use my own personal disinfectant wipes that I carry with me. There should be disinfectant wipes placed in the flight deck every RON. This should be a go/no go item.

## Synopsis

Air carrier Captain reported they are not being provided with proper disinfectant wipes and PPE.

ACN: 1751065

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class E : ZZZ

## Component

Aircraft Component : Navigational Equipment and Processing

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1751065

Human Factors : Human-Machine Interface

Human Factors : Confusion

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1751119  
Human Factors : Workload  
Human Factors : Human-Machine Interface  
Human Factors : Confusion  
Human Factors : Communication Breakdown  
Human Factors : Time Pressure  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Regained Aircraft Control  
Result.Flight Crew : Overcame Equipment Problem  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Procedure  
Primary Problem : Ambiguous

## Narrative: 1

On the ZZZZZ5 arrival into ZZZ, ZZZ Center left us approximately 5,000 feet above our VNAV profile. The last clearance received from center was to descend and maintain 13,000. I checked in with approach descending to 13,000; NOT via the arrival. Upon arrival at ZZZZZ [fix], I requested lower twice from approach. Based on the altitude indicated on the arrival, we were approximately 5,000 feet high at that fix. After the second request for lower, the Approach Controller responded with "weren't you cleared to descend via?" I responded "no." He immediately issued us a descent to 4,000 and cleared us for the ILS approach. At this point we were still trying to "catch up" with altitudes. The Controller came back and issued us descent to 2,500. The Captain queried the controller if we were cleared for the ILS and he responded affirmatively. The Captain had us in LNAV/VNAV and selected 1,600 feet for the FAF. I was configuring the aircraft when we leveled off at 1,600 feet. I looked outside, saw we were looking "flat" for the approach and then the Controller issued us a low altitude alert. I responded that we had the field in sight. We maintained altitude until crossing the FAF, continued on the visual approach and landed without incident. We were confused that the aircraft did not descend to the proper altitude on the approach and after discussion concluded that the VNAV PATH did not capture. We also discussed that the VNAV had been written up recently, but it is unclear if it was related.

[Causes were] ZZZ Center leaving us high on the arrival and not clearing us to descend via the arrival. ZZZ1 approach control not listening to the check in and assuming we were cleared to descend via. Our decision to continue knowing we were behind the descent profile. I have had ZZZ Center leave me high on this arrival every time I have flown it.



Controllers are task saturated right now with operating multiple sectors. This may account for leaving us high and also the approach controller not comprehending the information given on check in. We were left high and instead of asking for vectors to lose altitude, we continued.

## Narrative: 2

ZZZ Center began limiting our altitudes while we descended on the ZZZZZ5 arrival to ZZZ resulting in us being 4-5,000 feet high 25 miles from the field. We were switched to Approach and had to ask for lower because the approach controller didn't realize we were not "descending via." We descended in level change at 220 knots from 13,000 feet to 5,000 starting 20-some miles from the field trying to regain the VNAV path. Approach cleared us to 4,000 feet and then cleared us for the ILS XXR from ZZZZZ. I fumbled around in the box to join the arrival to the approach, and then approach cleared us to descend to 2,500 causing more confusion. "Aren't we cleared for the approach?" "Yes." I dialed 1,600 feet for the FAF into the altitude window satisfied we had captured the path, and I armed Approach thinking we were still above the glideslope. As we broke out of the scattered layer around 2,000 feet we got a "low altitude alert" from approach control while the autopilot leveled us at 1,600 feet. I thought we had gotten a brief GPWS "Terrain" closure warning at the same time, although the FO does not recall that. We told the controller we had the field in sight and continued visually for a stable VMC approach and landing.

On debrief the FO and I concluded the most logical explanation was that we had never captured the path and had blown through the step-down altitudes of 2,500 and 2,200 in level change while thinking we were on the VNAV path. The following day the FO reminded me that the aircraft we had flown during the event, XXX, had had a previous write-up that VNAV would not engage on takeoff. That knowledge left us wondering what was the actual cause of the busted altitudes.

[Caused by] a series of events had led to leaving us high and time-compressed on the approach.

The FO had experienced this a few times before when on the arrival to ZZZ, and we had discussed it in our arrival brief. ATC could have handled the center to approach handoff and our approach clearance better. I should have asked for random vectors when I realized we were being rushed.

## Synopsis

Air carrier flight crew reported the flight was left high by ATC on arrival which contributed to missing step down altitudes and receiving a low altitude alert as the flight descended.

ACN: 1751042

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1751042

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 4  
ASRS Report Number.Accession Number : 1751043  
Human Factors : Time Pressure  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Pilot-induced deviation from ATC taxi clearance at ZZZ.

While leaving Spot XX our taxi clearance was B K Z for Runway XXL. I inadvertently turned right onto B instead of turning left. We realized our mistake once we were approaching G and Ground advised us to turn right on F, right GX to hold short of G.

There was no traffic conflict or safety of flight issues during our taxi. We should have contacted ground a bit sooner once we realized the mistake. Ground advised us to phone them due to a possible pilot deviation. Upon block in at ZZZ1 I phoned them and spoke with Person X. He advised us to not worry about this event and nothing will come of it. I apologized and thanked him.

Contributing factors:

We were stuck at the ramp for an excessive amount of time due to other departing traffic. This created a time constraint for us as we wanted to complete the turn flight on time. I was in a hurry to get to the west side of ZZZ and didn't follow the correct taxi route.

Ground Control will often say turn left or right when we are initially cleared from a spot. They didn't do this today. They seem like they are now overworked, often covering both sides of the airport and sometimes with both Ground and Tower being worked by one Controller.

We are all concerned about the current depressed state of the aviation industry and this also causes a distraction on the job.

## Narrative: 2

Pilot induced deviation from ATC taxi clearance at ZZZ. While leaving Spot XX our taxi clearance was RXXL B K Z. The Captain inadvertently turned right onto B instead of Left. We realized the mistake once approaching G and Ground ATC advised turn right F right GX hold short G. There was no traffic conflict or safety of flight issues during taxi. Told to call ATC in which they advised us not to worry about the event and nothing further to come from it.

Wrongly interpreted the taxi instructions. Contributing factors including excessive amount of time at gate before push due to traffic behind us. Made induced stress trying to rush to make up time. Next, ATC gave no turn instructions onto B like usual and seemed overworked and busy at the time.

Once on B bridge it didn't seem right to both of us and should of immediately questioned ATC and got further instructions from there. We also should not of rushed and reviewed clearance before taxiing.

## Synopsis

Air carrier flight crew reported experiencing a taxiway incursion and stated that Ground Control did not issue direction of turn instructions as they typically do and appeared to be overworked.

ACN: 1751027

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 18000

Experience.Flight Crew.Last 90 Days : 36

Experience.Flight Crew.Type : 2435

ASRS Report Number.Accession Number : 1751027

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 1963.82  
Experience.Flight Crew.Last 90 Days : 9.57  
Experience.Flight Crew.Type : 1963.82  
ASRS Report Number.Accession Number : 1751028  
Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Flight Crew  
When Detected : Aircraft In Service At Gate  
Result.Flight Crew : FLC complied w / Automation / Advisory

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was assigned to Flight ABCD on Day 4 as a line check airman and was scheduled to give X line-checks over X days. Prior to this assignment, I was scheduled on Day 3 to give a first officer requal which was [a] one day trip. This assignment was canceled on Day 1 due to an aircraft substitution. On Day 2 training scheduling called and asked if I could train the same first officer on a different assignment. Even though this assignment was longer, I agreed to do the trip. ZZZ-ZZZ1-ZZZ on Day 3.

First day Requal ZZZ-ZZZ1-ZZZ

Second day I started pairing Flight ABCD. First leg was line-check ZZZ-ZZZ2, then sit for 5:30 hours, then another line-check ZZZ2-ZZZ3. Since this was mid-trip, I was not able to get any rest and had a long lunch off-site from the airport with a friend. After lunch I did a line-check ZZZ2-ZZZ3. By the time I reached my hotel, I was tired, ate dinner and went to bed early.

Third day started with a scheduled deadhead to ZZZ3-ZZZ4. When arriving in ZZZ4 and showed up for my next leg, a line-check ZZZ4-ZZZ5, I learned the original Captain had called in sick and the new Captain did not need a line-check. I informed training scheduling that the scheduled Captain was no longer on the trip and I was told to deadhead in the back of the aircraft to ZZZ5. At some point on day 2 or 3, crew scheduling called to inform me there was an issue with First Officer on the last day of my pairing for Flight EFGH, and asked if I could do the line check from the first officer seat. In the interest of the operation, I agreed.

Fourth day started with a late hotel shuttle. By the time I got my required [COVID] temperature check and took the train to gate it was 25 minutes prior to departure. There were issues with the gate agents in issuing the required jumpseat access card. This flight was a line-check ZZZ5-ZZZ6.

When I arrived in ZZZ6, I received an email from training scheduling, telling me that the Captain for Flight EFGH had called in sick and they were looking for a new Captain who needed a line check. I then called training scheduling and told them, if they could not find a Captain who needed a line check, I would prefer to go back to ZZZ when I arrived in ZZZ3. I told them it had been a long few days and I was tired and wanted to get home. The scheduler told me they did not have a first officer and they would have to leave me on the trip as the flying first officer. She also stated whoever the Captain was on this leg, I would be giving them a line-check from the right seat.

ZZZ6-ZZZ3 the Captain on this leg had not flown in several months and just came out of a landings class. While this crew did a good job and had a satisfactory line-check, I spent most of the flight and debrief going over new procedures and techniques. When I landed in ZZZ3, I called Captain X and left a voice mail and followed up with a text regarding our roles and duties for Flight EFGH. I informed him, who I was and that I would be giving him a line check the next morning while sitting in the right seat doing first officer duties. I went to the hotel and had a normal night's sleep.

Fifth day Flight in question.

I went to the airport early so I would have extra time reviewing first officer flows and preparing the flight deck. When I started to preflight on the [tablet], the flight plan never pushed to my [tablet] and I had to call dispatch twice. It never pushed and I had to get the dispatcher to mark me fit for duty and manually download the flight plan. I was at the gate an hour prior to the flight.

Captain X showed up about 15 mins later. We briefed and I explained my role as an LCA and I would be giving him a line check from the right seat and we agreed I would fly the leg.

The flight was uneventful, Captain X did a good job and I gave him high marks for his line-check. His performance was better than most other captains I have observed on prior line-checks.

After we landed in ZZZ, we arrived at Gate XXX and stopped the aircraft, I did my parking flow. I cannot remember whether or not I heard Captain X call to shut down engine #1. Engine #2 was shut down during the single engine taxi to the gate.

We ran the parking check list. During the check list the Captain said several times that one of the rampers was signaling to him and he could not understand what the ramper was trying to communicate. This was a distraction that pulled us away from our normal duties and interrupted the checklist. After the check list, I had to complete the line check form on the [tablet], which is cumbersome to use. I did notice a noise coming from the cabin and my first thought was it was the new cleaning system and thought it was odd because the passenger door just opened. I looked at the engine gauges and I could not see them because the screens were already set low for the termination. The Captain had gotten up out of his seat and immediately heard the noise from the engine and saw the ramp supervisor. He told me the #1 engine was still running. I immediately shut it down and reran the entire parking check list, visually confirmed the fuel flow was zero. Captain X and I debriefed this. I am unsure of the amount of time from setting the parking brake to shutting down the engine but estimate it was 2 mins. It should also be noted that this aircraft has a different style of fuel cutoff levers. They are not levers but knobs and visually are not as prominent in the off and on positions.

From the time the parking brake was set, to discovering the engine running, I never left my seat. During this time, I was still performing my LCA duties and was double checking

all my first officer duties were completed. I believe that even if Captain X had not caught our mistake, I would have caught it before I left my seat.

There were numerous distractions. I have only flown 36 hours in 90 days and have not flown in the first officer's seat in over four months. The numerous scheduling changes added to the confusion. Furthermore, it was difficult to evaluate a Captain from the right seat while managing my first officer and line check airman duties.

I'm certainly not trying to make excuses because the errors were definitely made between the both of us. Regardless of the distractions, I need to remain vigilant and strictly adhere to SOP. Proper checklist discipline is one of the most important tools we have to avoid threats which ultimately lead to an overall reduction of errors. I will use this event as a discussion point about the importance of checklist discipline as well as other procedural threats we face in our operation, especially in the current environment where so many pilots are changing seats and aircraft.

## Narrative: 2

After parking at the gate the number one engine was left running due to procedure, distractions, and checklist non compliance.

The flight was conducted as a line check for myself. The FO position was flown by an LCA. The LCA was on his last day of 5 and I was flying a one day trip. (deadhead ZZZ ZZZ1 operate ZZZ1 ZZZ2)

I got to sleep at approximately XA: 30 pm and I woke at XG:00 am at home and was unable to get back to sleep. I drove to ZZZ, deadheaded to ZZZ1 and operated the ZZZ1 ZZZ2 leg of my trip. I did not feel fatigued when I arrived in ZZZ1.

The flight from ZZZ1 to ZZZ2 was uneventful. After arriving at the gate, I set the parking brake, verified brake pressure normal, and called for the number one engine to be shutdown. I started my after landing flow when I noticed a ground personnel giving me the external power signal. I was confused as the jet-bridge was not yet at the aircraft. I returned the signal thinking he wanted to know if we wanted ground power. I finished my after landing flow and called for the parking checklist. The checklist was started, and again, I noticed the ground personnel signaling. I noticed the ground power was plugged in. I switch the aircraft over to ground power and shutdown the APU. We finish the parking checklist. During the checklist, I verbalized, but did not verify Engine Start Levers...Cutoff. We did a quick flight debrief and I headed toward the cockpit exit to thank the passengers. I heard the engine and saw a ground personnel in the jetway. I immediately realized what had happened and turned back to the cockpit and called for the engine to be shutdown. We ran the parking checklist again and debriefed our mishap. I allowed myself to be distracted during a checklist and did not call for the checklist to be started from the beginning. A mistake in checklist discipline.

I have flown approximately 9 hours over the past 4 months due to the COVID-19 epidemic. during my deadhead flight from ZZZ to ZZZ1 I reviewed the emergency and normal procedures in my flight manual. I should have put more emphasis on the checklist section. The Captain is responsible for all checklists being completed!

In over XX years of flying I have never been so disappointed in my performance as a pilot. I pride myself in being professional and SAFE. As the current state of the airline industry and our Country as a whole is a huge distraction to everyday life, I must be more disciplined than ever...Verbalize, Verify, Crosscheck!



I will try to be a better pilot and strive to achieve perfect checklist compliance. I will also brief other pilots on my error to increase the safety of our airline.

## Synopsis

Air carrier flight crew reported they left an engine running after parking at the gate. They cited as contributing factors the failure to complete a checklist due to distraction.

ACN: 1750965

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

Maintenance Status.Released For Service : Y

Maintenance Status.Maintenance Type : Unscheduled Maintenance

Maintenance Status.Maintenance Items Involved : Installation

## Component

Aircraft Component : Oxygen System/Portable

Aircraft Reference : X

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Apprentice

Qualification.Maintenance : Powerplant

ASRS Report Number.Accession Number : 1750965

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Maintenance

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I was informed [of] a P/N XX-XXX-XX PBE being installed on Aircraft X and inflight [crew] not being trained how to use it.

Mr. X requested that I look into the PBE's. I activated PBE P/N XX-XXX-XX which was already setup in the system so that purchasing could procure the parts as replacements for the discontinued PBE XX-XXX-YY's that expire late July. PBE XX-XXX-XX had previously been an alternate part in the IPC. During a routine check, maintenance replaced P/N XX-XXX-YY on WO XXXXXXXXXX due to it expiring in less than 45 days. This replacement included ordering the XX-XXX-XX from the IPC with bracket XXXXXXXXX and mounting hardware. A system-generated, scheduled WO YYYYYYYYYY due for replacement by the end of July had a new P/N XX-XXX-YY PBE request attached.

In response to Mr. X request and in accordance with the IPC, I activated PBE P/N XX-XXX-XX. The part must be active to purchase and to save any changes to remarks and links in the system. In this instance, there are processes that could have been improved. Had the X form been used, I would have been triggered to get with inflight [crew]. The P/N XX-XXX-XX was already set up in the system as a rotatable with the life limit.

When we parked the aircraft and moved them to storage, I suggested that the PBE's be removed and returned to stores to get the most yield out of the current XX-XXX-YY PBE's.

## Synopsis

Technician reported installing a new PBE on an aircraft without informing, nor training the flight crew on how to use it.

ACN: 1750962

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1750962

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

On taxi, final walk-through, as the #2 FA, I noted a passenger who would not wear his mask. The passenger stated that he had asthma. I asked if he had noted that to the gate agent and was he on the list for medical exemption. I walked to first class, reviewed paperwork and had borrowed the #3's tablet as it was closer to me. After speaking to the passenger, I went back up to first class to return #3's tablet. Clearly, I didn't process that the Captain had made the prepare for takeoff PA and found myself in the FWD galley for takeoff. In over 20 years, I have never had this happen to me, I was positively stunned that I wasn't in my jumpseat for takeoff. The #1 and #3 stated that I should stay where I was as an attempt to run to my jumpseat during takeoff could injure myself or our passengers.

The personal sense [of] fear, shock and embarrassment I am experiencing over not being in my jumpseat for takeoff will more than likely make me hyper vigilant to this issue. In addition, I will place more emphasis on situational awareness and pay greater attention to PAs being made, stopping what I am doing to pay attention to what is being communicated. Recent global events (COVID-19 pandemic) policy and procedural changes in concert with related stressors involved have been dis-regulating, thus placing a greater emphasis on being present and aware in the moment, the gradual adjusting to new procedures (mask wearing) should also prevent re-occurrence of this FAR violation.

## Synopsis

Flight Attendant reported being distracted with having to verify that a passenger had a medical condition and therefore did not have to wear a mask. During the distraction the Flight Attendant missed the Captain's PA "prepare for takeoff" and was not seated as the flight departed.

ACN: 1750943

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1750943

Human Factors : Situational Awareness

Human Factors : Workload

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1750958

Human Factors : Situational Awareness

Human Factors : Workload

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While flying on a star (ZZZZX arrival) into ZZZ and inside the fix ZZZZZ1 transitioning to fix ZZZ VOR, we were unconfigured and at 250 kts. This is because the assumed traffic norm in the ZZZ radar pattern (based on past experience) is not to slow until slowed by approach, due to sequencing. However, inside of ZZZZZ1 250 kts unconfigured and believing we were transitioning to the ZZZ VOR on the Star, Approach Control cleared us for the Visual XX (ILS XX was advertised on ATIS). We were approximately over ZZZZZ2. I advised my FO to activate the XX ILS IF fix ZZZZZ2, to activate back-up guidance, while simultaneously slowing, configuring, and calling for appropriate check-list. I disconnected the autopilot, we configured and simultaneously intercepted the visual glide slope, but just inside 1,000 feet our descent rate was roughly 1,300 FPM (which is well outside of the stabilized approach criteria). I called the go-around and was giving runway heading and 2,000 feet. Due to our high energy state, and irregular go-around I over shot my altitude by roughly +150 feet. I quickly corrected to the assigned altitude 2,000 feet MSL.

## Narrative: 2

We operated a flight from ZZZ to ZZZ1. The Captain was pilot flying, I was pilot Monitoring. On the arrival we were cleared for the visual for Runway XX, but we were too high on approach and still at 250 knots when clearance was given. At that point we had to quickly react to get down and configure while maintaining a stable approach. We almost were able to make it, but due to an excessive descent rate the Captain called a go-around. Tower assigned us runway heading and 2,000 feet. Due to task saturation and a fast climb rate we broke through 2,000 between 2-300 feet high. We corrected and were vectored back for an expressway visual [Runway] YY for a safe and stable approach. The go-around could have been avoided had we been cleared and slowed down earlier. We could have prompted ATC to do it as well, although due to habit we were expecting to be slowed down. A similar event happened to me and the Captain the day before going to ZZZ1 for the visual [Runway] XX. We were vectored high turning base still at 250 knots. While we were able to get down and slow down while maintaining a stable approach but it was a lot to manage being that close to the airport. One thing of note is that pilots as well as Air Traffic Control are not working as often, so I can see that being a big impact on this particular situation, that we can operate and work at optimal performance levels.

## Synopsis

Air carrier flight crew reported experiencing an unstabilized approach resulting in a go-around. The crew also stated they overshot their altitude during the go-around.

ACN: 1750923

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 6800

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1750923

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments



Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While climbing out of ZZZ, initially we were assigned to climb and level at 4,000 feet which changed to 7,000 feet. I engaged the autopilot at 5,000 feet and maintained 250 kts per the SID. Approximately 6,800 feet ATC assigned to climb and maintain 19,000. The power setting and speed I had was maintaining 250 kts. The aircraft Alts Capped and the speed shot up to approximately 285 kts since the power was reduced but not enough. I disengaged the autopilot, reduced the power, corrected the airspeed deviation and continued to climb as assigned.

Cause of this event was due to me being behind the aircraft in climb and getting too behind the automation. Another contributing factor was due to me not flying approximately 80 days leading to a lack of proficiency.

[I] suggest pilots who have not flown recently to slow down and make sure they stay ahead of the aircraft to minimize errors and deviations.

## Synopsis

Air carrier First Officer reported experiencing a speed deviation during departure and stated lack of flying contributed to the event.

ACN: 1750887

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1750887

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

I recently completed my COMV after having it rescheduled twice due to the Coronavirus precautions. I have not flown since mid April and am now on reserve. Since there are so many reserves and so little open flying on my fleet, I don't expect to receive a flying assignment for some time.

I am concerned about the possibility of being paired with a First Officer who has been displaced from the left seat, receives one simulator session and two legs with an LCA and is then put on reserve with no requirement to consolidate the training. The very real possibility that both the Captain and the newly minted First Officer will have gone months without flying prior to their trip together. This situation gets even worse when the Captain has been bumped back to the type X Aircraft (which he has flown previously) from another Manufacturer X aircraft, received an abbreviated training event and very little, if any, time in the airplane with a LCA with no requirement to consolidate.

It would seem that these scenarios would ring alarm bells on safety management model.

How is a flight crew to mitigate the threat that this presents in the very likely event that they are assigned a trip where one or both pilots receive abbreviated training to their displaced position and subsequently go months without flying?

## Synopsis

Air carrier Captain reported concerns with lack of flying and the possibility of being paired with a First Officer who has also not flown in months.

ACN: 1750882

## Time / Day

Date : 202007

## Place

Locale Reference.Airport : ZZZZ.Airport  
State Reference : FO  
Altitude.AGL.Single Value : 1000

## Environment

Flight Conditions : IMC  
Weather Elements / Visibility : Rain

## Aircraft

Reference : X  
ATC / Advisory.Tower : ZZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Final Approach

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 18000  
Experience.Flight Crew.Last 90 Days : 10  
Experience.Flight Crew.Type : 11000  
ASRS Report Number.Accession Number : 1750882  
Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Airport

## Narrative: 1

Just reporting the PAPI lights for Runway X are out of service in ZZZZ. Due to the low visibility in rain showers, at night, we chose to land on Runway YY with a slight tailwind, with operable PAPI lights, only because we were in an empty type X Aircraft. If we were in a heavy type Y Aircraft we would be forced to use Runway X with no PAPI lights at night in the weather.

Especially due to COVID, pilots are not as proficient flying, we should have all resources available to conduct a safe operation. And just because ZZZZ airport has so few flights (we were the first flight in 2 months), does not mean they can allow those items to slide.

## Synopsis

Air carrier Captain reported non functional PAPI lights at airport for a specific runway and the safety hazards it could pose in weather conditions, especially when crews are not flying as often due to the COVID-19 pandemic.

ACN: 1750876

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 2559

Experience.Flight Crew.Last 90 Days : 33

Experience.Flight Crew.Type : 2559

ASRS Report Number.Accession Number : 1750876

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 1423  
Experience.Flight Crew.Last 90 Days : 46  
Experience.Flight Crew.Type : 1423  
ASRS Report Number.Accession Number : 1751549  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Arrived at Gate XX ready for Flight ABC to ZZZ1. Preflight setup and pushback seemed to go correctly in accordance with "COVID normal" protocols of flight deck sanitation, mask wear, and external 'threat awareness (recency of experience, industry impact, employee distraction, etc.). I recall coordinating with push crew and FO for ramp push clearance to Spot XX, with subsequent engine start clearance prior to setting brakes and release at Spot XX. I do not recall missing the required coordination from Ramp Control to metering and Ground prior to taxiing from Spot XX, but have been advised that we did fail to obtain release/clearance from Ramp Control prior to subsequent taxi clearance with Ground. Perhaps the external distractions I had been so concerned about finally caught up to me. It is never my intention to disregard procedure and can only promise to be more diligent on internal threats (my own, included) in this new threat environment. Speak louder through the mask and ensure all communication and associated procedures are complete in step by step manner through verbalization, verification and monitoring to preclude error.

## Narrative: 2

We called for push and were pushed to the top of the alley. The taxiway was directly in front of the aircraft and we switched to Ground after engine start to commence taxi. Have been informed ZZZ Ramp would like a call to switch us to Ground themselves.

## Synopsis

Air carrier flight crew reported a taxiway incursion and stated distraction from COVID-19 pre-flight related procedures contributed to the event.

ACN: 1750804

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1750804

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I wanted to report an incident involving a COVID positive passenger on Flight ABC ZZZ-ZZZZ.

Upon arrival in ZZZZ flight attendants were made aware of a COVID positive passenger. The rep announced over the PA the passenger's name, and seat number - and said multiple times for the passenger to remain on the plane and not to deplane.

After all the passengers have deplaned. The flight attendants and pilots stayed on the aircraft as the medic was assessing the affected passenger.



Shortly after the medic left, he returned and checked our temperatures. We were told we could clear customs and go to the hotel.

We were later told, that a minimum crew of 3 needed to stay behind on the plane until the COVID positive passenger had deplaned. 3 FAs stayed behind until the passenger deplaned and the rest went to the hotel.

## Synopsis

Flight Attendant reported that upon arrival at destination, a COVID-19 positive passenger on board as well as the crew, had to be medically assessed before being allowed to leave the aircraft.

ACN: 1750718

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 3.0

ASRS Report Number.Accession Number : 1750718

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

I believe an unsafe situation exists at ZZZ ARTCC. Management has had supervisors in the building daily even though the COVID-19 pandemic continues. One of the supervisors tested positive and had interaction with controllers and been in the same working and break areas. We have since had a Controller test positive. I believe much of our risk could have been mitigated with better restrictions on who was and was not allowed to enter the building. I understand it's not entirely possible to eliminate all risks but I feel more thought and care should have gone into the way plans were laid out.

Stop having ANYONE non essential to the operation enter the building. Including the highest levels of management. Especially if their work could be done from home.

## Synopsis

Center Controller reported a Supervisor who had tested positive for COVID-19 had interacted with controllers. Controller suggested allowing only essential workers in the building.

ACN: 1750709

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 2000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Corporate

Make Model Name : Light Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Route In Use : Vectors

Route In Use.STAR : ZZZZZ

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 17500

Experience.Flight Crew.Last 90 Days : 20

Experience.Flight Crew.Type : 90

ASRS Report Number.Accession Number : 1750709

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

While conducting an arrival on the ZZZZZ arrival into ZZZ, we were given 2,000 feet and direct ZZZZZ for ZZZ ILS XX approach and to expect the visual approach upon reaching ZZZZZ. We had the airport in sight and reported the airport several times to the Controller (he was very busy operating several approach frequencies at the same time which was unknown to us) he finally told everyone to stand by and he would call each aircraft back, as we crossed ZZZZZ while maintaining our last altitude (glide path was pegged at the bottom), we again called him with airport, he finally responded with cleared the visual and contact the Tower. We started down, by 800 feet AGL, we knew there was no way to stabilize our approach, we called "miss approach" to tower, then started the missed approach procedure, we reported our miss as an unstable approach, Tower was great in vectoring us around the pattern in his airspace and bringing us for another approach. Our next approach and landing was uneventful, thanks to the great Tower Controller. With the COVID-19 virus roaring its ugly head and aviation industry trying to come back to life, there is no easy solution, ATC is short handed, controllers and pilots alike are overworked.

## Synopsis

Corporate pilot reported having to execute a missed approach after a delayed approach clearance left the flight too high to conduct a stabilized approach. The pilot stated that the Controller was very busy working multiple frequencies and asked flights to stand by for call backs.

ACN: 1750708

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 3000

## Environment

Flight Conditions : VMC

Light : Daylight

Ceiling.Single Value : 3200

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase : Initial Approach

Route In Use : Vectors

Airspace.Class E : ZZZ

## Component

Aircraft Component : Electrical Power

Aircraft Reference : X

Problem : Failed

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Instructor

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 2200

Experience.Flight Crew.Last 90 Days : 120

Experience.Flight Crew.Type : 1591

ASRS Report Number.Accession Number : 1750708

Human Factors : Confusion

Human Factors : Troubleshooting

Human Factors : Workload  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Landed in Emergency Condition  
Result.Flight Crew : Diverted

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

During dual flight with Instrument student, we had a total electric/avionics failure. The failure we suspect stems from a short in the right seat's headset jacks (possibly due to the Push-to-talk). There was loud static sound on the intercom, exacerbated when trying to adjust right seat's headset jacks.

Soon after leaving hold at ZZZZ, on vector 360 at 3,000 feet, Com1 flashed and went dark. Student set approach frequency in Com2. Then Com2 went dark also. When student was about to squawk 7600, transponder turned off. Then GPS and entire Avionics Stack turned off. Ammeter appeared to be stable zero. We checked circuit breakers, none popped. Com 1, Com 2, Transponder flashed on and off intermittent. Tried to restart Transponder, it read Transponder failure when on. Turned Avionics Master off and on. Still on vector 360, I decided to continue VFR straight ahead to ZZZ and descended to be 500 feet below broken cloud layer. We could hear ATC trying to contact us, even when the entire stack was dark. Both the Student and I tried transmitting that we had full electrical failure and going to ZZZ, with no recognition.

We circled to enter 45 to the left downwind XX, with extreme caution scanning for traffic. At that moment I decided to take my headset jacks out. When I did, Com1, 2, and transponder turned on. I'm trying to communicate vocally with Student in loud cockpit. I tell him to tell ATC we are landing at ZZZ. I dial in CTAF on standby. I tell student to announce our position. Windssock Shows direct crosswind. Abeam the numbers I see an aircraft departing Runway XY. I point out the aircraft and tell student to turn right, to depart the pattern. With no indication that he understood, I yell and gesture "My Controls." Turn right to the East then South and see the other aircraft turning right downwind XY. I turn left to reenter 45 to the right downwind, cautiously scanning for traffic. Reenter pattern right downwind XY. I give controls back to student. Student lands. We are greeted at the FBO by 2 staff members. I learned that my student was successful on last transmission with ATC. They inform us that they called ATC back when we were on the ground. Student called national hotline to close the flight plan.

After a moment to reflect, I did not try removing the Push-to-talk, and reinserting my headphones. So the malfunction could have been due to the Push-to-talk. After reflection

on the difficulty of vocal communication, I realized that I was wearing a mask due to COVID-19. When I was trying to communicate the student could not see my lips moving and my voice was muffled, which probably led to the student's confusion. My reason for diverting to ZZZ, was because ZZZ1 is frequented by corporate jets and many GA aircraft; to avoid high traffic and interference. And because when we couldn't figure out what had happened, we were just to the south of ZZZ and landing was the priority.

## Synopsis

Flight Instructor reported experiencing an electrical and avionics failure while conducting a training flight. While attempting to speak to the student without using a headset, the instructor noted it was difficult to communicate because the COVID-19 mask muffled the voice.



ACN: 1750671

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Phase : Parked

Maintenance Status.Maintenance Type : Scheduled Maintenance

## Component

Aircraft Component : Rudder

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1750671

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1750673

Human Factors : Situational Awareness

## Person : 3

Reference : 3

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1750674

Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected : Routine Inspection

Result.General : Maintenance Action  
Result.Aircraft : Aircraft Damaged

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

### Narrative: 1

While performing rudder lube tasks for aircraft [coming out of] storage, the aircraft rudder was inadvertently damaged during the removal of the flight control lock.

During restoring the aircraft to normal condition after completion of rudder Lube AMM XX-XX-XX/XXX, AMM YY-YY-YY-YYY-YYY an additional lift/personnel should have been in place to remove pressure off lock rather than move rudder hydraulically to enable removing rudder lock.

### Narrative: 2

We were assigned the rudder lube for aircraft [coming out of] storage. The rudder was damaged while trying to remove the actuator locks.

The rudder could not be moved from the leading edge and pulling the lock at the same time. When trying to use hydraulic systems to move rudder full right to over come the weight, the damage occurred. We should have used an additional person to move the trailing edge of the rudder manually as per AMM XX-XX-XX/XXX.

### Narrative: 3

[Report narrative contained no additional information.]

## Synopsis

Air carrier maintenance technicians reported that the rudder was inadvertently damaged while preparing to perform rudder lube on an aircraft that was being returned to service from storage.

ACN: 1750666

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Component

Aircraft Component : First Aid Equipment, with Medical Kit & Defibrillator

Aircraft Reference : X

Problem : Design

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1750666

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

Flight attendant actions regarding CPR in a COVID environment.

Currently, flight attendants are only qualified in one person CPR. The environment in which we operate in now requires everyone to wear an appropriate PPE covering their mouth and face.

Onboard we have two (2) items to assist us with delivering breathes to a passenger in need.

\*Pocket Mask

\*Bag Valve Mask (BVM)

However, flight attendants are only allowed to use one of these resources; the pocket mask. Getting oxygenated blood throughout the body is key to anyone's survival. Delaying

such treatment could lead to lifelong complications and/or death. In the event of the need for CPR a flight attendant will need to remove their PPE to operate the pocket mask effectively. Whereas if they were trained on the usage of the BVM it would keep the flight attendant, passenger and bystanders safe.

Chest Compression Only CPR will not be effective in our environment as we have a major delay time of Advance Life Support (ALS) to arrive on scene.

## Synopsis

Flight attendant reported that there are two types of CPR devices available on board, however flight attendants are qualified to use only one, which requires removal of the personal protective mask in order to use. Reporter requests training on the other device to keep everyone safe in a COVID-19 environment.

ACN: 1750656

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Aircraft : 3

Reference : Z

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft

Flight Phase : Final Approach

Airspace.Class C : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1750656

Human Factors : Confusion

Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1750660  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Runway  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Procedure

## Narrative: 1

While preparing to depart Runway XXR out of ZZZ, [on] Flight ABCD, [we] experienced an inadvertent miscommunication with Tower Control. Being the only aircraft holding short of XXR, our crew misheard the call sign as Tower cleared for takeoff the only departing traffic on XXR. In this miscommunication, Flight ABCD repeated the instruction "Flight ABCD, cleared for takeoff, Runway XXR". No contrary command was then given by Tower. While aligned on the runway and preparing to depart, Tower requested a radio check, followed by instructions to hold short of XXR. Our crew responded in kind, notifying Tower that we were on the runway. At this time we also queried if Tower would like us to exit the runway. Tower then cleared us for takeoff with no further issue before handing us off to Departure.

Miscommunication was likely due to both our misunderstanding the initial call sign and Tower Control operating numerous frequencies with multiple departing runways. Extra vigilance on our part in verifying ALL call signs/instructions. Awareness of ATC threats through reduced staffing and managing multiple frequencies.

We understand the breakdown in communication that occurred and the need for vigilance in clarifying any future instructions or questions.

## Narrative: 2

Taxiing out to Runway XXR we hear a radio call from Aircraft Z on several mile final for XXR. We then hear a takeoff clearance for Runway XXR that we believed to be for us. "... cleared for takeoff Runway XXR, Aircraft Z on a 3 mile final." Our response "Cleared for takeoff Runway XXR, Flight ABCD." (I listened to the audio after the flight and it turned out the Tower Controller initially said "Flight EFGC cleared for takeoff Runway XXR Aircraft Z on a 3 mile final.") We obviously did not know that in the moment. The problem with that was we knew Flight EFGC was holding short of Runway XXL at B5 awaiting takeoff clearance. We were number one for departure off Runway XXR and all instructions from Tower were directed towards our situation as we saw Aircraft Z on a 3 mile final for Runway XXR. Once we were on the runway aligned with the centerline, Tower asked for a radio check. We responded. Then we hear "Flight ABCD hold short of XXR". We queried Tower that we had been cleared for takeoff and already positioning on XXR. Tower cleared us for takeoff XXR with no further incident.

I think Tower was having some miscommunication on multiple Tower frequencies or multiple aircraft on multiple runways. Tower had no further comments or questions when handing us off to Departure and nothing indicated there was any sort of problem other than a brief miscommunication that was quickly resolved. Safety was never compromised. Seems as if Tower just used the wrong call sign when clearing the aircraft holding short of XXR (which was us) for takeoff that we inadvertently missed initially, but was quickly resolved with a query back and forth with ATC.

Always a good idea to verify and be fully aware of call sign and instructions. We know going forward with staff reductions ATC can be a threat. We understand the breakdown in communication and know what we would do differently next time.

## Synopsis

Air carrier flight crew reported a runway incursion which resulted from a call sign misunderstanding. A contributing factor was that the Tower Controller was managing multiple frequencies and runways.

ACN: 1750649

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 15000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Initial Approach

Route In Use : Visual Approach

Airspace.Class C : ZZZ

## Component

Aircraft Component : Flap Control (Trailing & Leading Edge)

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1750649

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Undershoot

Anomaly.Deviation - Speed : All Types



Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was the FO and Pilot Monitoring on this flight, and the Captain was the pilot flying. He is highly experienced but had not flown much in the last couple months. We have both flown this route dozens of times or more, and the flight was non-eventful until the approach. We were given a standard descent clearance that left us ample time to descend for the visual to Runway XX. The Captain previously did not brief or plan any specifics for how he was just going to descend, we briefed just the approach and the taxi in and airport details. After our descent clearance, the Captain selected a very shallow descent than left us 20 miles out at around 15,000 feet on a straight in approach, much higher than our typical 3 degrees. The descent rate was then increased but by then it was too late to salvage the approach, but he continued towards the runway. Approximately 7 miles out and on a 30 degree angle to intercept the localizer course we were flaps 20, gear down and around two thousand feet high by my best guess. At this point the Captain abruptly turned off the autopilot and quickly banked to the right in what was a poor attempt to lose altitude, which quickly exceeded 30 degrees of bank. I called "watch the bank" just before we exceeded 45 degrees of bank and the aural BANK ANGLE was heard. The Captain corrected back to the left but rapidly over corrected and I believe we had a bank angle aural that direction too. I believe we experienced a flap over speed briefly as well. We were rapidly approaching 1,000 feet at this point still over 200 knots and I called a go-around and notified ATC. On the go-around the Captain was hesitant to employ any automation which led to another flap over speed as they retracted, despite numerous calls by me to monitor the speed. After we cleaned up we ran all the appropriate checklists and made a traffic pattern for a normal landing. I don't believe the Captain made appropriate entries into the maintenance log for the flap over speeds or the go-around. Both overspeeds were less than 10 knots over the placarded speed.

Fundamentally this was caused by poor planning. No descent plan was briefed or employed, and the initial descent rate was inadequate for us to fly a stable approach. I believe the Captain had tunnel vision, and was hesitant to use me or ATC to help remedy the situation. The bank issues after disconnecting the autopilot were caused by faulty airplane handling skills and made it more difficult for me to assist or provide direction as the demand of hand flying further increased the tunnel vision effect, this tunnel vision and lack of automation use continued into the go-around and led to our flap over speed there. In addition I believe pride led to improper maintenance procedures being followed after the flight.

All of this could have been avoided with proper planning, and good communication with me as the PM and ATC to help us descend. With just a few minutes of delay vector we could have easily flown a stable approach the first time, even with the late descent. I should have been more forceful when I noticed the descent planning, and I should questioned the Captain's plan even though he was highly experienced.

## Synopsis

Air carrier First Officer reported that while attempting to lose altitude on an unstable approach the Captain exceeded a 45-degree bank angle and a flap overspeed occurred. A second overspeed occurred during the subsequent go-around.

ACN: 1750645

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 1000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1750645

Human Factors : Time Pressure

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Advised after the fact that I was not configured prior to 1,000 feet. I'd mistakenly thought that was to be done by 500 feet. Reviewed FOM and discussed Captain not calling the go-around at the gate.

I turned too close to the FAF and was trying to keep my speed up thinking someone was right behind us. There wasn't. I also inadvertently left power in on glideslope capture, so was behind and trying to catch up.

Fly your reserves more. I have been picking up trips to try to stay proficient, being new to company procedures. I won't make this mistake again, but am missing flying to stay at the 110% needed to do this job.

## Synopsis

Air carrier First Officer reported the aircraft was not properly configured for approach per company procedures. Reporter cited the need to fly more frequently.

ACN: 1750637

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Light : Dusk

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1750637

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Distraction

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

Before arrival ATIS wind XXXXXGXX, pilots briefed Runway X and executed ILS X, during final Tower reported wind changed to YYYYYGY, pilot went around and request visual [Runway] XX. Went around second time due to unstabilized approach. Performed visual XX again, during right base to final turn, pilot looking out for the runway, did not maintain speed and stick shaker activated, then performed go-around. Landed Runway XY without further issue.

Pilot flying first flight in 83 days, not proficient on the flying skill. First time flying to ZZZ, unfamiliar airport. And after the second go-around, getting stressful, terrain around the airport making the approach more stressful, and right traffic not easy to look at the runway.

Will focus on flying the airplane carefully and monitor the speed constantly during fly.

## Synopsis

Air carrier Captain reported they executed three go-arounds before successfully landing on the fourth attempt. Captain cited gusty conditions, lack of recent flying and unfamiliarity with airport as contributing factors.

ACN: 1750618

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class C : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1750618

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1752582

Human Factors : Distraction  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Human Factors

## Narrative: 1

FO was PF on first leg of 3-day sequence (I assigned him the first leg since he was senior on the aircraft, I was just off OE as CA, and had not flown in 5 weeks). Cleared direct to ZZZZ fix for visual approach to Runway XX. Noticed FO was a bit high and fast, but given his experience flying the airplane, [I] felt he could adjust accordingly. When checked in with Tower, they cleared us to land. FO continued going direct to ZZZZ fix, and was in a high energy state. Although my attention was diverted momentarily, I thought I saw him pull HDG to establish himself on a downwind leg outside of ZZZZ; a false assumption. I mentioned that we were high and pretty fast, but he said he thought he could get it within stable approach parameters by 1,000 feet. I monitored sink rate and airspeed. At 1,000 feet, I recall that he was within parameters, but I overlooked that fact that flaps were not at final setting. At the time I completed the final flap setting and checklist, I believe we were within stable approach parameters, but I overlooked the requirement for final flap configuration no later than 1,000 feet AGL. Normal landing made within landing zone with no adverse consequences. Once at the gate, FO was very apologetic and angry at himself for not going around. I told him it was a crew failure, not just his; I should have commanded a go-around.

### Cause -

1. Lack of currency. This was my first post-OE flight. My last OE flight was early June. I had been practicing flows and callouts during this down time, but recall feeling very clumsy and "behind the curve" on this flight.
2. I should have been more assertive in calling a go-around early on in an approach that didn't look like it was going to end well. I vow to be much more assertive in the future to avoid another similar occurrence.
3. FO wore his COVID cloth face mask the entire flight; his communications were very difficult to decipher at times due to the muffling effect on his voice.
4. I made a false assumption that because the FO was senior and experienced, he was less fallible to getting too far behind the aircraft

### Suggestions -

1. I should have called a "go-around" farther out on the approach when I saw that he wasn't "catching up" to a comfortable point in his aircraft stabilization.
2. After the lengthy gap since my OE, I wish I had requested a check airman in order to



get my skills back up to speed.

3. Better FMA monitoring and situational awareness.

4. Don't hesitate: if it doesn't look right, go-around!

## Narrative: 2

As a returning First Officer from a two month leave and a new Captain, our first approach into ZZZ we turned final a bit early and were caught high on approach. Then as we recovered on the approach with setting the aircraft for landing configuration I noticed around 1,200 feet that our flaps were not in the full position yet, so I called for flaps but at that point I believe we were passing through the 1,000 feet mark. We were able to stabilize at the 500 feet gate and make a safe landing but in hindsight we should have performed a go-around and completed another approach.

Some factors involved were crew communications and proficiency in the aircraft. I could have briefed my Captain better as to how I was going to transition to the approach from radar vectors that we had received. With him more aware of the exact plan we probably would have circumvented the situation. A recent leave of absence could have also been a contributing factor, though we both were experienced on the aircraft we seemed to be playing catch up on the approach.

Suggestion: Better planning and communication for the approach or simply perform a go-around and reestablish a stable approach.

## Synopsis

Air carrier flight crew reported experiencing an unstabilized approach and flaps not at final setting before 1,000 feet AGL. Captain stated he should have commanded the First Officer to go-around and cited lack of recent flying as a contributing factor.

ACN: 1750617

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1750617

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

The Captain asked me to secure the number two engine for a single engine taxi into the gate at ZZZ. I wrapped my fingers around the no 2 engine cut off lever and brought the lever to cutoff. I guess with my pinkie finger I accidentally also pulled the no 1 engine start lever out of the indent. I proceeded to secure the overhead panel after I did this I glanced back down at the start levers and first saw the no 1 engine start lever off the indent and in a panic I thought the Captain wanted me to shut off the no 1 engine and I thought I had started the procedure but didn't complete the task fully. So I started to bring the no 1 engine start lever to cutoff, realized the error of my ways and put it back up into the indent. The number one engine then shut down also. We then stopped the plane and started the number one engine back up and taxied to the gate without further incident.

It is something I have never done before, I needed to be more careful with my finger placement on the levers. I needed to slowdown. I was coming off of a two month leave and was just trying to show the Captain I was not rusty with any of the procedures. Single engine taxi is a somewhat unusual procedure for me and I should have slowed down and thought about each task before I accomplished the task.

## Synopsis

First Officer reported being instructed to secure the number two engine for a single engine taxi to the gate, but accidentally shut off both engines.

ACN: 1750436

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : N90.TRACON

State Reference : NY

## Aircraft

Reference : X

ATC / Advisory.TRACON : N90

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : LGA

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1750436

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Chart Or Publication

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

I was PF on this leg, first flight in 40 days. During approach prep for LGA ILS 4, review of briefing strip indicated "Autopilot Coupled approach not authorized." Review of other available approaches with similar 3.1 degree glideslopes and initial approach fixes have no restrictions. Since weather was rain with low ceilings, the ILS was the approach with the best capability. Trying to hand-fly an ILS in bad weather didn't seem to be a viable option or the safest, and ceilings were low enough to require an ILS approach. I shot the approach with both APs engaged, monitored flight path compliance, and was able to take over visually around 400 feet AGL, landing in the first 1,200 feet of runway. This breakout point is similar to the DH for the RNAV GPS to Runway 4, which is allowed to be coupled. After returning home I inquired about why this restriction was listed, and what we are expected to do when bad weather requires approach to LGA Runway 4.

New to aircraft, had not flown in 40 days. Had not been in situation where a published ILS approach could not be used with an autopilot.

1. Provide a precision approach into LGA Runway 4 suitable for low ceiling/bad weather.
2. Provide some insight into why the coupled ILS is not as safe as a hand-flown ILS along the exact same flight path.
3. Provide some insight into why the RNAV GPS 4 can be coupled and flies the same flight path. (If the coupled ILS can only go down to 400-500 AGL, that seems like a more correct limitation than to completely limit AP use for an entire approach.)
4. Make this a review item in the company pages and provide some guidance on how best to handle this.
5. ATIS should not advertise ILS 4 as the active approach in bad weather when the approach is not authorized to be coupled. Should advertise "ILS and RNAV Runway 4."

## Synopsis

Air carrier First Officer reported concerns with the LGA ILS 4 approach identified as "Autopilot Coupled approach not authorized."

ACN: 1750396

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 5

Light : Night

Ceiling.Single Value : 5000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 12500

Experience.Flight Crew.Last 90 Days : 150

Experience.Flight Crew.Type : 4500

ASRS Report Number.Accession Number : 1750396

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Human Factors

## Narrative: 1

This was my first trip into ZZZZ. It was the first trip into ZZZZ for the entire crew. I do not feel like fatigue was a factor in this incident. However, I feel the constant new events from the COVID procedures and foreign country operations had me guessing what would happen next and certainly lowered my situational awareness. As a crew we were well aware of all the taxiway issues with ZZZZ and briefed thoroughly on this threat and how to avoid it. I did not want to be writing this report. From the start there was a lot of confusion understanding the Controller in ZZZZ from our ATC clearance to our taxi clearance there where multiple back and forth radio calls and discussion among the crew on what was said and to where we were cleared. We pushed back out of spot XYZ, cleared to taxi to Runway XX via L AXX A A1 holding point Runway XX hold short of B on AXX. This clearance alone took 3 or 4 radio calls and a discussion amongst us. While holding short of B on AXX I had the 10-9 ZZZZ taxi page called up. When I referenced this I noticed it was a hotspot and that it appeared to me that Taxiway A was the first available right turn from my current position. This was a mistake and I created a mental image that was not correct.

Tower, which was controlling taxi ops cleared us onto Taxiway A taxi to Runway XX. I called out turning right on Taxiway A. This was correct per our clearance and the crew agreed. However, I turned right onto Taxiway B instead of the second right turn onto Taxiway A. My mental model had me making the first right turn and I was concerned about taxiing out to far and getting onto Runway YY. The First Officer called out my error. I set the parking brake and we as a crew confirmed I had made a error. We notified Tower that we were on B not A. We suggested a new clearance route of B L2 A to Runway XX. Tower seemed unconcerned and cleared us as requested. So there is my first taxiway incursion. I had developed a certain level of comfort with not knowing what to expect for the last 4 hours of constant new developments. The rest of the crew probably felt the same and relied on me to be correct. Normally I call out the turns and point which way I am turning and did the same this time. The crew agreed because it was the correct thing to say, however; I didn't do the correct thing. The dark and lack of familiarity caught me. I should have stated that I was making the first right turn onto A which would have possibly clued in the crew that I had the wrong mental model. I didn't feel rushed at the time but looking back I was frustrated with the language issue and just wanted it to be over.

How will I avoid this in the future? I'll verbalize if I'm making the first of second turn that is available, I'll do my best to keep the crew in the loop, and more currency in foreign country operations will certainly help also.

## Synopsis

Air carrier Captain reported a taxiway incursion in a foreign country citing language barrier and unfamiliarity with the airport as contributing factors.



ACN: 1750367

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Component

Aircraft Component : Throttle/Power Lever

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 565.18

Experience.Flight Crew.Last 90 Days : 3.9

Experience.Flight Crew.Type : 565.18

ASRS Report Number.Accession Number : 1750367

Human Factors : Confusion

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Maintenance release form noted throttles failed to fully advance on takeoff by a previous crew. Maintenance believed it was due to worn servo gears that were not in stock, so write up was deferred with autothrottle switch off. The maintenance release form gave no direction to the flight crew.

I knew from previous experience and similar write ups that we should look up our climb EPR settings. I thought of it, but I failed to mention it to the FO, nor did I write it down, as I often do to avoid forgetting or becoming distracted.

We knew our takeoff power setting, but at the initial power reduction we both realized we did not know what EPR setting we should use for climb. This caused distraction during the climb phase. We initially simply set less EPR that still gave good climb performance. Then we referenced the appropriate climb performance charts in the FM. Later, I read in the FM about inoperative TMC, which I determined was essentially our situation due to autothrottle arm switch being in OFF position.

That discussion reminded us to also know our missed approach EPR. The FO said he had not experienced such a situation before. I told him I have and I shared some of that with him.

Both of us have flown very little due to COVID-19. I have flown only less than five hours plus landings equal in the sim in the last 90 days.

## Synopsis

Air carrier Captain reported taking off with a deferred item resulting in the autothrottle arm switch to be in the "OFF" position. The deferral requires the crew to look up the EPR climb settings before takeoff, which they failed to do.

ACN: 1750354

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

Flight Plan : IFR

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 6000

Experience.Flight Crew.Last 90 Days : 50

Experience.Flight Crew.Type : 3000

ASRS Report Number.Accession Number : 1750354

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Again this morning, as has happened on many, many occasions the past few months, there were numerous crews in briefing rooms without masks...no food or drinks in sight. The meaning of "should" in the FOM indicates "an action that is expected; a compelling reason must exist if the expectation cannot be met."

In accordance with State X Public Health Order, and current company documentation, employees must wear a face mask that covers the nose and mouth whenever training in a flight simulator training device with others, should wear a face mask while in hallways, briefing rooms and common areas.

This is not just a chance "error". I have repeatedly observed both instructors and evaluators not in compliance with the bulletin concerning mask wear.

## Synopsis

Air carrier First Officer reported crews are not wearing COVID-19 mask in briefing rooms.

ACN: 1750335

## Time / Day

Date : 202007

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Component

Aircraft Component : Airspeed Indicator

Aircraft Reference : X

Problem : Failed

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1750335

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 20000  
Experience.Flight Crew.Last 90 Days : 50  
Experience.Flight Crew.Type : 3500  
ASRS Report Number.Accession Number : 1750337  
Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Rejected Takeoff  
Result.Flight Crew : Returned To Gate  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Aircraft

## Narrative: 1

I was the First Officer operating Aircraft X from ZZZ to ZZZ1. I reported for duty on time after a restful overnight stay at the hotel. Preflight planning was unremarkable.

After completing normal preflight, briefings, checklists, pushback, engine start, and taxi, we were cleared for takeoff in ZZZ on Runway XXR. Captain was the PF and advanced engine power smoothly as he called "check thrust." Thrust was normal. The yellow master caution illuminated ENG and I looked up to the overhead for further details finding the EEC's were in ALTN mode. At that point the autothrottles disconnected. As I looked down to my PFD I noted my airspeed was still resting at 45 kts and announced to Captain that my airspeed was dead.

Captain made the decision to reject the takeoff. I notified the Tower we were rejecting the takeoff on Runway XXR. As we slowed I made the remain seated announcement to the cabin. We cleared the runway at [Taxiway] XY and completed the rejected takeoff checklist. There was no need to evacuate and normal after landing flows were completed.

We requested taxi back to the gate and consulted the brake cooling charts. The reject occurred at approximately 120 kts and a gross weight of 154.2 placing us in the cautionary zone for fuse plug melting. ZZZ operations was contacted for return gate assignment (gate XX) and we advised them of the safety hazard for hot brakes and potential fuse plug melting.

After parking at the gate and accomplishing normal shutdown flows and checklists, we notified Dispatch we had RTBL due to a rejected takeoff and were back at the gate. We submitted two entries for 1. rejected takeoff and 2. FO airspeed/engine EEC lights. Crew and flight attendant debriefings were conducted. Tech Operations met us and discussed the details of the rejected takeoff. We learned the aircraft had come from the hanger and had not been flown in a while. They were unsure if the aircraft was 'extra' or '[one that

had been sitting for a while]' but they commented that the pitot static systems had been a source of problems as aircraft were brought back to revenue service.

Flight operations contacted us to determine fitness for continued duty followed by Asst Chief Pilot approving continued flight. A new aircraft was assigned and we completed the flight to ZZZ1 uneventfully.

## Narrative: 2

I was operating Aircraft X ZZZ-ZZZ1. Cockpit setup and taxi out to Runway XXR was normal. As we approached the runway we were cleared for takeoff. As the pilot flying I set takeoff thrust and called "check thrust." Several seconds later the yellow master caution illuminated and I asked First Officer what is that? First Officer looked up and said the EEC lights were on, on the overhead panel. The autothrottle then disconnected. First Officer then announced he had no airspeed indication on his instruments. The 100 knot call out was not made so I initiated a rejected takeoff. After I accomplished the rejected takeoff procedure I noted that the indicated speed on my airspeed tape was approximately 120 knots. We advised the control Tower that we were rejecting and required no assistance from ARFF. As we were slowing down we made a Flight Attendant remain seated PA. We exited the runway at intersection X. As I held the brakes I asked First Officer for the rejected takeoff checklist. The rejected takeoff checklist was accomplished. We called ZZZ operations and advised we were returning to the gate and they assigned us gate XX. As we taxied in we reviewed the brake cooling chart and were in the cautionary range. Ground staff was notified of the hot brakes and the potential for fuse plug release. After we parked at the gate and shut down we accomplish the shutdown check list. I then contacted Dispatch and advised we had just done a rejected takeoff and were back at the gate. Two write ups were made for the EEC lights and no airspeed on the FO's instruments as well as for the rejected takeoff. First Officer and I then conducted a debrief of the events that had just occurred. I then conducted a debrief with the flight attendants. I then received a phone call from the flight operations who advised us to file a report as well as going through the checklist to determine if First Officer and I were fit to continue our duty day. We were found to be fit, switched to a new aircraft and completed flight to ZZZ1 uneventfully.

## Synopsis

Air carrier First Officer reported a rejected takeoff after the master caution illuminated and subsequently noticing a non functional airspeed indication on the First Officer's Primary Flight Display.

ACN: 1750245

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 23000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Corporate

Make Model Name : Small Transport

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use : Direct

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 4500

Experience.Flight Crew.Last 90 Days : 75

Experience.Flight Crew.Type : 1500

ASRS Report Number.Accession Number : 1750245

Human Factors : Situational Awareness

Human Factors : Fatigue

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken



## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

About 1.5 hours into my flight at FL230, and into my descent, I started feeling an urge to sleep. I was amusing myself texting and communicating and flying but nonetheless, I started to feel very, very tired. Prior to the flight, I felt fine. I think I slept my usual 7 hours of sleep the night before. I moved my COVID-19 face mask aside and drank some water. That helped a little bit. But upon putting the face mask back on my face, the feeling came back and I caught myself drifting. Then I realized...it was my COVID-19 MASK! I removed the mask and felt fine the rest of the flight. I didn't have a pulse oxymeter handy but I wish I did. I think I was inhaling CO2 instead of oxygen. COVID strikes again!

## Synopsis

Pilot reported feeling sleepy while flying and suspected that it was the COVID-19 mask that was causing the problem. The pilot removed the mask and felt fine afterward.

ACN: 1750203

## Time / Day

Date : 202007

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1750203  
Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

The Captain on this flight did not wear a mask during the flight. He gave a briefing to the flight attendants and also did not maintain 6 feet spacing. He willingly and knowingly put me and my family and the families of my flying partners in jeopardy. Company is required to provide a safe and healthy work environment for their employees, but they are not enforcing their own policy when it comes to pilots. People like this are slowing the recovery of the virus and are causing more furloughs than necessary. Flight attendants tell passengers all the time to put their mask on but then they see some pilots come on board without one. This puts the crews in a very awkward position. On this flight, there was not a bathroom break however if there was, I would not have gone into the cockpit without both pilots having a mask. This is not an isolated incident. This happens quite frequently. This issue is causing a breakdown in communication between the cockpit and cabin.

## Synopsis

Flight Attendant reported the Captain did not wear a COVID-19 type mask during the flight.

ACN: 1750171

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1750171

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Flight was the first leg of a three day pairing. It was my first trip back at work after being off for two months. I briefed the First Officer to this fact, and told him to watch me. We would take our time. He told me he was just off OE and not flown much after that. the weather was VFR in ZZZ but we briefed just like we would for an instrument approach, Arrival, Approach Plate, terrain issues and single engine go arounds. I also briefed that Runway XXR was closed so we planned on a visual approach backed up by the RNAV (GPS) XXL. Approach cleared us for the visual approach when we were abeam the airport and I called for flaps 1 on speed. As we slowed to Vfe Next, and the trend arrow showed we were slowing I called for flaps 2. The First Officer called "Check Speed", because we were still a little above Vfe Next. I referenced my airspeed and saw we were slowing and thought I would be on speed by the time I called Flaps 2 and he selected flaps 2. I called for flaps 2 and he selected flaps 2, I saw the red overspeed tape start to drop down and immediately called for flaps 1 which the First Officer did. I thought we had caught it but we got the flap overspeed warning for about 1 to two seconds, the airspeed was between 200 to 205 kts. I then slowed the aircraft and configured for landing on speed. After landing we taxied to the gate, and after shutdown I debriefed what had happened. I called Dispatch/Maintenance and made an entry into the AML. Maintenance called out Contract Maintenance and an aircraft inspection was done and cleared.

My not having flown in a while. Pairing up a Captain that just returned from a leave of absence with a pilot fresh off OE.

## Synopsis

Air carrier Captain reported a speed deviation and flap overspeed on final.

ACN: 1750150

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1750150

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Amendment to the routing was missed by the flight crew on PDC. One fix was removed from the routing. ATC queried us during our turn from ZZZZZ to ZZZ. Prior to that we were unaware of the deviation. ATC's stated that we were 30 deg off course. I figured it was a data entry problem as our HSI showed us directly on course. After reviewing the PDC we realized that we forgot to delete a fix that was originally on the filed flight plan but not in the cleared clearance. Air Traffic Control also made a unwarranted sarcastic comment "You are always right sir" when we queried to see if they still showed us off course when we provided the explanation that we were currently in a turn towards ZZZ.

Complacency and lack of recent flying experience This was my first leg in nearly 2 months. We read the clearance and completely missed the removal of one fix ZZZZZ from routing.

We asked Air Traffic Control where they thought we should have been, by the time that ATC found the error we were already in the turn towards a fix on the flight plan no further correction as needed.

I will be more alert when transcribing PDC clearances particularly with reroutes. I believe that PDC could be less ambiguously formatted. Even though the captain did review my programming I believe it would be wise to reference the actual PDC clearance instead of the first officers transcription of the PDC clearance. When referencing the transcription of the PDC Clearance it adds more layers of possible errors in transcription and data entry.

## Synopsis

Air carrier First Officer reported experiencing a track heading deviation after missing an intersection on the routing received from the PDC.

ACN: 1750118

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1750118

Human Factors : Situational Awareness

Human Factors : Fatigue

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1750904

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew



When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I was the Captain and flying the aircraft and was going directly to ZZZZZ on the ILS Runway XXR approach. We were hoping for the ILS YYL approach because we were parking on the west side. They said we could have XXR and we accepted. I was probably a little tired and I was fast on speed approaching the glideslope. I tried to slow, got configured, but was too high on the glideslope and did a go-around. During the go-around, because we were already high, a little fast, and flying a light aircraft, I failed to get the flaps up on time. We oversped the flaps and exceeded 250 knots below 10,000 feet. We momentarily reached 263 knots before cleaning up and slowing. I wrote up the overspeed in the AML. All else was uneventful.

No excuses, but maybe a factor is that I have been flying 5 days in a row after being off for 2 months. I felt things were coming back to me, and then this happened. It was a somewhat long day, ZZZ - ZZZ1 - ZZZ2 - ZZZ1, but not terrible.

I will review the go-around procedures before every approach. Also, in this case, I believe I lacked a little situation awareness because when we changed to the ILS for XXR, we were much closer on the approach and I should have started slowing the aircraft sooner.

## Narrative: 2

CA was PF. FO was PM. While executing a go-around from XXR at ZZZ, we momentarily exceeded 250 kts IAS. The PM told the PF and he immediately adjusted thrust to reduce the airspeed. We received vectors from ATC, landed on YYL at ZZZ, and went to the assigned gate without further incident. There were no aircraft alarms or comment from ATC.

We decided to go-around because we were high and fast on the approach.

PM might have anticipated an airspeed issue because it was one of the reasons for the go-around.

## Synopsis

Air carrier flight crew reported a speed deviation and flap overspeed while executing a go-around.

ACN: 1750112

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 4000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1750112

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Executed Go Around / Missed Approach

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Upon reviewing the ATIS prior to the TOD, ZZZ was calling winds 230/07 and Arrival ILS Runway XXL/XXR. The changeover report advised of gate XY, therefore, the crew elected to fly a visual approach backed up by the ILS XXL and briefed the approach. While on the descent via the ZZZZX arrival, Approach advised of weather along the route of flight and authorized deviation right of course and to fly direct ZZZZ1 ( IAF For ILS XXL) when able and to descend to 4,000 feet.

At approximately 8-10 miles from ZZZZ1 (IAF), Approach advised to now expect XXR at ZZZ. The CA changed the approach from ILS XXL to XXR while the FO briefed the approach plate, landing runway and expected taxi route to the gate. Roughly one minute after the ILS XXR brief, Approach then changed the landing Runway to XXL. The CA quickly re-inserted ILS XXL and the FO (PF) gave him the ILS BARO minimums and the CA activated the new approach. The FO briefed XXL approach, slowed to 210, asked for flaps 1, and coming up on ZZZZ1 (IAF) queried the CA to ask approach for lower due to the aircrafts position at 4,000 (when it should have been descending to 2,500). Approach apologized for their delay and asked if we wanted to continue the approach for XXL.

The CA advised Approach that the aircraft would be able to get down and were then swapped over to ZZZ Tower. The FO immediately requested gear down, which the CA promptly did. As it became apparent that the aircraft was too high on the approach, the FO queried the CA that the aircraft was too high on the glide slope and discussed the possibility of a go-around at that time. The CA noted the concern and advised to continue as is. As it became apparent that the aircraft was too high for normal bracketing maneuvers the CA then agreed that a go-around was necessary. The FO immediately executed go-around procedures and the CA advised tower of missed approach. Following the missed approach, ZZZ Tower directed the aircraft to turn to a heading of 095, climb to 2,000 and to contact Approach Control. The FO responded to the radio transmission, as the CA was making a PA announcement to the passengers. After the frequency change, approach gave a heading of 360 and then a downwind heading of 260. The CA quickly re-inserted ILS XXL back into the FMS and initiated the Descent Checklist. On downwind, the FO set speed 210 and requested flaps 1 again, which the PM did. Due to sequencing of company traffic, approach directed a left-hand turn to a heading of 180 and cleared the aircraft for a visual approach to Runway XXL. The FO pressed the APR pb and AP1 and called for gear down and slowed to 180 kts. The FO also pressed for managed speed, but quickly returned to selected speed when speed began to increase. The FO then disconnected the AP after the CA noted the angle to intercept the LOC was insufficient for the dogleg, so the PF hand flew the LOC to XXL. At this time, the FO advised the CA that the new approach had not been activated and attempted to slow the aircraft with the speed brake as FLAPS 3 and 4 were already out with an upward trend vector on the airspeed indicator. However, the PF never requested flaps 3 or 4, which created ambiguity in the cockpit during an already task saturated time. Additionally, the AP Disconnect was present on the ECAM which created a challenge to finish the Before Landing checklist. Therefore, the aircraft was momentarily high on the approach. However, at no time do I feel that the passengers, crew or aircraft were at risk from a safety perspective and ultimately, we ended with a safe and stable landing. Upon reflection, if I find myself in the exact situation again, I would slow everything down from the initial descent of 4,000 feet. I would also call for the go-around early and not discuss it. To increase situational

awareness and decrease task saturation I would have advised approach that we needed an extended downwind or vectors.

I believe the main contributing factors were 1) combined total hours of less than 140 between the FO/CA and 2) lack of proficiency due to the current COVID-climate flight scheduling and 3) large gaps between flights (i.e., not flying for 45 consecutive days despite proffering, calling scheduling to flight time, etc) 4) we were held high on descent due to the Tower forgetting about us.

1) Not placing two "new to that aircraft" pilots in the same cockpit 2) Force scheduling for reserve pilots to fly every 2 weeks for proficiency. 3) most importantly, requiring that all new captains changing over from an X type aircraft be required to have the minimum 100 hours if flying with a new FO.

## Synopsis

Air carrier First Officer reported they were given multiple runway changes resulting in an unstabilized approach and go-around.

ACN: 1750102

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1750102

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

After 3 runway changes, we departed from Runway XXR at ZZZ on the ZZZZZ departure. Takeoff and climb out was normal as I hand flew. I was following the flight director yet I was notified by ATC that we exceeded the 10,000 restriction at ZZZZZ1. ATC said that there was no issue but to be "more careful next time." The FO was PM and responded that we were sorry.

After being off for 3 months due to not being called on reserve and being paired with a FO who was having his first trip off IOE, we both talked about the imposing threat of the combination of a Captain not flying the line for 3 months plus the threat of a new freshly minted aircraft. We decided to take things slow as much as possible and speak up if somebody is in the yellow. Upon taxing out from ZZZ, we received 3 runway changes. The FMS was a very challenging issue for my First Officer with respect to TPS/Takeoff performance changes. It seemed I had to teach him how to use the "box". I sensed that the First Officer was quite eager and willing to learn to reinforce what he already knew. He told me he came from the aircraft and the box operation is completely different. He mentioned how the schoolhouse teaches the box "one way" and he is taught it differently "another" way when he got to IOE. After takeoff, I was hand flying the aircraft, yet I was following the flight director and I never received any indication to level off at 10,000 before ZZZZZ1.

The combination of a Captain with no recent line experience within 90 days and a newly minted FO is an unsafe combination that may be more prevalent given the new "normal" of reduced flying, short term leaves, and lackluster reserve usage. This is an unsafe environment. Despite briefing this issue and taking our time, we still found a way to circumvent some layers of procedural safety through human ignorance. This has given me great pause on how to conduct operations in the cockpit in the future. I have no idea why the flight director didn't keep me from busting that altitude, it was in VNAV PATH.

## Synopsis

Air carrier Captain reported missing a crossing restriction during departure and referenced lack of flying as a contributing factor.

ACN: 1750062

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Cockpit/Cabin Communication

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1750062

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### Narrative: 1

Maintenance in ZZZ onboard aircraft prior to departure. Maintenance applied MEL 23-XXY (Flight attendant call chimes) at gate prior to departure. We as the crew complied with MEL operational requirements prior to leaving gate. Once airborne, we as the crew, realized that Dispatch did not add MEL to dispatch release. Continued enroute to ZZZ1.

Cause: Running late off of gate due to maintenance in flight deck during preflight. First Officer first trip back after 6 weeks off.

Suggestion: Call Dispatch and Maintenance Control on phone when MEL being applied to aircraft.

### Synopsis

Air carrier First Officer reported not realizing that Dispatch did not add an MEL to the dispatch release until they were airborne.



ACN: 1750056

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Check Pilot

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1750056

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Aircraft

## Narrative: 1

We planned 26K Bleeds Off Takeoff due to Right Pack Inop and per MEL we applied Engine Bleed Off Takeoff or Landing with the APU Operating procedure. Cleared for takeoff on XXR. At 40% N1 CA TOGA. Both Engines advanced. Engine #2 achieved takeoff thrust of 100.8 N1. Engine #1 stagnated at 85.0 N1. Auto-throttles were on. I pushed on the #1 throttle lever to get a response, but engine stayed stagnated. I was not sure if it was an engine failure or bird strike, so I commanded PF to Reject. We Rejected below 80 knots. Announced Reject with Tower and they directed us to exit first available taxiway. We decided since we were not sure of the nature of the problem, it would be prudent to taxi back to gate and let maintenance troubleshoot the problem.

A cascading effect of maintenance issues: During pre-flight the ground crew pulled the external power without our concurrence which caused a power interruption. Had to rebuild/recover several pre-flight items. Five minutes prior to pushback right PACK light illuminated. Could not reset. Maintenance MELed right pack. During pushback/engine start we could not get N2 rotation on #2 engine with Engine Start switch in GND and Start Valve Open light illuminated. Isolation Valve switch was in the Open position. We made several attempts, but each time we moved the Engine Start switch to GND the Isolation Valve would close, and we would lose right duct pressure. We decided to return to the gate via tug and made a logbook write-up. Maintenance fixed the problem and we pushed off the gate for a second time. The low speed reject was the subsequent event.

First, more vigilance/coordination from ground crew prior to pulling external power. Second, local ZZZ maintenance mentioned the plane had been sitting idle for more than 60 days. I cannot verify this information. Maybe more Maintenance pre-flight or systems tests if aircraft has been sitting idle for an extended period?

## Synopsis

Air Carrier Captain reported a rejected takeoff due to mechanical issues with an aircraft that had been sitting for a couple of months.

ACN: 1750049

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1750049

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1750183

Human Factors : Communication Breakdown

Human Factors : Training / Qualification  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Human Factors

## Narrative: 1

On departure out of ZZZ we were notified our aircraft was off course. ATC then asked us if our clearance was to ZZZZZ we agreed ZZZZZ was our clearance however this was when we noticed the aircraft was improperly navigating on the ZZZZZ1 transition. ATC told us to fly heading 071 and then re-cleared us direct to ZZZZZ.

Once ATC notified us of our error, it was immediately clear I had loaded the incorrect transition and we both missed this error during the route review. This is a common "gotcha" out of ZZZ that I am normally very vigilant of, because both ZZZZZ and ZZZZZ1 have similar names and departure directions. Expectation bias was the casual factor in my case, as I had the clearance in my hand and checked the route points as they were read aloud but as ZZZZZ1 was stated and I crossed checked the printed clearance I now realize that I likely saw and read back ZZZZZ1 on the printout even though ZZZZZ was printed on the actual clearance. Lastly our lack of recency due to the flying draw down was a contributing factor in committing this error. Neither Captain or myself had flown much at all in the last 70+ days. This was also the first east bound flight on the ZZZZZ3 [departure] for both of us in about 2-3 months.

While the error clearly rests within the cockpit in this instance, I do believe the similarities in names of both fixes creates an additional challenge. I think all established company procedures are designed to trap this very type of error so nothing else should be added/changed with SOP. We followed company procedure in our route verification however, the execution of that procedure was in error.

## Narrative: 2

At the gate we checked the route and didn't catch the error loading the flight plan. I read the box and the FO checked it against the clearance/flight plan. Similar sounding transitions on the ZZZZZ departure were verified. Total mileage didn't vary enough to trap any errors either. We were cleared the ZZZZZ transition but started to fly the ZZZZZ1 transition. After passing ATC verified our clearance a few miles after ZZZZZ2 and gave us a heading then cleared us to a fix down line.

Been off for 2 months I'm sure had a bearing on the event both the FO and I had been off

for a long time due to COVID-19 reductions.

Verify the clearance. Go slower to make sure all points are verified in the box. Especially after being off for such a lengthy time.

## Synopsis

Air carrier flight crew reported flying an incorrect departure transition that had a similar sounding name as the clearance transition. The crew stated that lack of recent flying was a contributing factor.

ACN: 1750044

## Time / Day

Date : 202007

## Place

Altitude.MSL.Single Value : 38000

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Flight Phase : Descent  
Airspace.Class A : ZZZ

## Component

Aircraft Component : Hydraulic System  
Aircraft Reference : X  
Problem : Malfunctioning

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1750044  
Human Factors : Distraction  
Human Factors : Confusion

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Detector.Automation : Aircraft Other Automation  
When Detected : In-flight  
Result.Flight Crew : Landed in Emergency Condition

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

I was PM, and approximately an hour into the flight at cruise FL 380, I performed my systems check and discovered that Green System Hydraulic fluid quantity gauge was indicating just above minimum level. Approximately hour later, we got an ECAM directing us to turn off the Green Engine 1 Driven Hydraulic pump and to also, turn off the PTU which resulted in a loss of the Green System. At this point, we were on the Arrival and within 20 minutes from landing at our destination ZZZ. We decided that the safest course of action was to [request priority handling] due to the fact that I was flying with a new Captain with less than 100 hours. I performed a non normal landing assessment and reviewed the manual gear extension procedure. We had an uneventful landing, with emergency equipment standing by. The Captain managed to use asymmetrical thrust to clear the active runway because, we had no nose wheel steering. He then set the parking brake [and] shut the engines down.

## Synopsis

Air carrier pilot reported losing the green hydraulic system while on arrival.

ACN: 1750016

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 3200

ASRS Report Number.Accession Number : 1750016

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine



Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1750017  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Taxiing out we were given a taxi clearance to Runway XXR intersection XX [taxiway]. The FO and I both heard a non standard taxi route "XXR XX, A, XXX" and the FO read it back and wrote it down. My experience at ZZZ gave me the impression this was a non standard route. Due to the non standard nature of our airports at this time, it wasn't out of the ordinary to get alternate taxi routes. I turned left on XXX [taxiway] and the Controller then issued a right turn ZYZ [taxiway] and a left turn Z [taxiway] to continue to XXX then Y [taxiway].

I have flown very little in the past 45 days and heard an incorrect taxi clearance. I also didn't question the "odd" taxi instructions we copied because of getting similar "unfamiliar" taxi instructions the past 3 months at ZZZ. The FO was ZZZ1 based and was also relying on my judgment for this taxi route. The busy frequency made the instructions unclear and we were not corrected when the FO read back the incorrect taxi instructions.

I should have queried the Controller for clarification when I was given a "non-standard" taxi route.

## Narrative: 2

Captain and First Officer misheard taxi call. We were departing and Ground told us to take a right on A [taxiway], then follow company traffic at XXX, then left on XXY to Z. We both heard Right on A, left at XXX, then right on Z. That's what I read back and ATC didn't correct us. Once on Z, ATC told us to take a right to follow company traffic. No issues were noted and there were no threats. We corrected the mistake as soon as ATC notified us of the error.

Cause - Busy airport. We misheard the call, read back what we heard and weren't corrected at the time by ATC.

Suggestions - Clear, concise communications and if there's a mistake in the read back, ATC should identify it.

## Synopsis

Air carrier flight crew reported a taxiway incursion after receiving a non-standard taxi instruction.

ACN: 1750008

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 220

Relative Position.Distance.Nautical Miles : 1

Altitude.MSL.Single Value : 6500

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 5

Light : Dawn

Ceiling.Single Value : 5000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Final Approach

Flight Phase : Landing

Route In Use : Visual Approach

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 3938

Experience.Flight Crew.Last 90 Days : 109

Experience.Flight Crew.Type : 144

ASRS Report Number.Accession Number : 1750008

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

On visual final to [Runway] XX at ZZZ, backed up with an ILS, I was pilot monitoring. Vectors and descent from Center and ZZZ Approach brought the aircraft in steep, relatively high energy, and on a short turn to final. At the time, the aircraft was very light on payload and fuel (I believe a Vref of about 118 with flaps 25), so the aircraft was slow to decelerate, but significantly overpowered with high thrust settings. The geometry that Approach was using was greater than 90 degrees to final, which led us to assume we were being vectored through the approach course for a longer final. Approach then cleared us for the visual to XX. The CA executed a turn to final and descended to 5,100 feet MSL, but due to energy state and angle-off of final elected to go-around, which was the conservative call. He directed me to ask for, and I asked for a left visual 360, which Tower denied. ZZZ Tower then directed the aircraft to climb to 6,500 feet MSL and fly a heading. 6,500 feet was set in the MCP window. With the aircraft going around, I called the altitude as the aircraft approached 6,500. Simultaneous to this I was deconfiguring flaps as the CA turned toward the assigned heading. I observed the altitude high and said "Altitude High" or something similar twice. The CA disengaged the autopilot and hand-flew returning to 6,500 feet. No mention of altitude was made by either ZZZ Tower, or ZZZ Approach when we returned to their frequency. The subsequent approach was uneventful. An aggravating factor to this was the short final and high energy state that approach was attempting to set up for us. If I were to do this again I would either ask for extended vectors or an instrument approach to better manage energy. For the go-around itself, because it was initiated before the aircraft started descending on glide slope, managing altitude, heading, and thrust independently similar to an RNAV/RNP go-around would have helped mitigate the altitude issue. I believe I was proactive in calling the approach to the assigned altitude, as well as making calls when the aircraft climbed above that. The PF was doing a good job of flying the aircraft through a non-standard missed approach (the assigned altitude and heading were not what the instrument approach go-around are), but the performance impacts of a very light aircraft under go-around thrust made it difficult to immediately arrest the climb rate.

## Synopsis

Air carrier First Officer reported experiencing an unstabilized approach and electing to go-around.

ACN: 1749997

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1749997

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Other Person

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

Since last week there is not enough alcohol gel available at office for employees (everyone has to bring it from home) to keep us safe. Also, there is no water bottles available for employee's hydration in every operation. We are working X type flights and since COVID-19 situation is getting worst we need to have safety tools like alcohol gels or liquid alcohol to sanitize the work areas to give a good customer service and provided customers a safety area.

## Synopsis

Ground employee reported there is not enough alcohol gel available in the office for employees to use during the COVID-19 pandemic.

ACN: 1749983

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.MSL.Single Value : 2400

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Flight Plan : VFR

Flight Phase : Initial Climb

Airspace.Class D : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Flight Plan : VFR

Flight Phase : Initial Climb

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Ground

Function.Air Traffic Control : Local

Function.Air Traffic Control : Supervisor / CIC

Function.Air Traffic Control : Flight Data / Clearance Delivery

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 6

ASRS Report Number.Accession Number : 1749983

Human Factors : Situational Awareness

Human Factors : Workload

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I had so many departures that at one point I couldn't keep track of the targets on the radar. I had two aircraft that nearly hit because I was so distracted with inbounds, outbounds, aircraft talking on multiple frequencies.

I was forced to work ZZZ Tower a level X VFR Tower combined to one position during peak hours on a weekday. I had 7-8 inbound aircraft, 2-3 I told to hold outside the airspace and 5-6 aircraft holding short of the runway. I was working GC, FD, LC1, LC2, and CIC. It was pretty much the most unsafe thing I've done in my career.

I would personally like to know who the individual is that feels keeping a Tower open in this situation is more important than people's lives. Clearly they have lost perspective and are out of touch.

## Synopsis

Tower Controller reported an operational error while working five positions at once.

ACN: 1749931

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Make Model Name : Light Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 6500

Experience.Flight Crew.Last 90 Days : 55

Experience.Flight Crew.Type : 490

ASRS Report Number.Accession Number : 1749931

Human Factors : Workload

Human Factors : Other / Unknown

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Environment - Non Weather Related



Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I flew a trip ZZZ-ZZZ1-ZZZ in which the aircraft was past the due date for the weighing requirement in 14 CFR 135.185. While doing preflight planning I happened to overlook the due date, which was documented by an aircraft status sheet in the aircraft's logbook folder as well as in the aircraft's AFM. I believe the oversight was due to distraction from saturation associated with additional COVID-19 guidelines, limited recency of experience also due to COVID-19, as well as mental saturation due to the additional considerations and extra planning that goes alongside flying into a complicated mountainous terrain airport like ZZZ1.

## Synopsis

Pilot reported flying a trip with the aircraft being over due on the CFR 135.185 weighing requirement.

ACN: 1749915

## Time / Day

Date : 202006

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Lead Technician

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1749915

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

When Detected.Other

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

We were working a return from storage work card on Aircraft X, we were working off paper because the task card was going to be revised and it would have cleared all completed work if worked on iPad. The task card was revised and steps had to be transferred to a new task card. There were several technicians working the job so there were also working task cards for reference. So there was the original task card - the revised task card and working copies to go through.

I was the supervisor and assigned the upgrade [to the] Radios and Electronics Lead,

xxxxxx step X electrical/electronics on task card, that step included de-preservation of emergency lights, aircraft battery, EPAS batteries and "any other batteries" including flight attendant station emergency flash lights.

At almost going home time for the technicians which is earlier than normal due COVID work hours nothing was signed off by the Lead, when I asked xxxxxx he stated "it was all done" and they would sign it off. When I was auditing the master paperwork step x.9 "any other batteries" was not signed, and all technicians had already left. I signed for the step as Supervisor since I was told it was done, I was going to verify that it was done but then got side tracked with other aircraft issues.

The aircraft then position ferried with no flight attendants or passengers to ZZZ for a dead "A" check where they found the flight attendant station emergency flash lights did not have batteries in them.

No suggestion for resolution as I should have not signed it off without verification, I never have signed steps before without verification and will not again, however it could have been worse if it had been a revenue flight so the task card should include a flag, not serviceable tape, or some other way of visually seeing the flashlights did not have a battery in them, these return to service cards are something we have never done, the paperwork is extensive and made worse by the revision. I have used this as a reminder not to get complacent.

## Synopsis

Supervising Maintenance Technician reported signing off work without verifying it had been completed.

ACN: 1749913

## Time / Day

Date : 202006

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Airframe

Qualification.Maintenance : Powerplant

ASRS Report Number.Accession Number : 1749913

Human Factors : Other / Unknown

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

Aircraft X landed in ZZZ. The aircraft went to remote parking and pitot covers were installed.

No write up was generated.

The aircraft was on a scheduled departure three days later. The flight crew generated a write up when they found the circuit breakers for the pitot system with CB collars installed.

## Synopsis

Maintenance Technician reported flight crew generated a write up when they found the circuit breakers for the pitot system with CB collars installed. The aircraft had been sitting for three days.

ACN: 1749902

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1749902  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Attendant  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I had begun to do the brief and was interrupted by customer [who was] uncomfortable about the seating arrangement and COVID-19.

Can't remember if I finished or not but just thought I'd self report in case I didn't.

## Synopsis

Flight Attendant was interrupted during the briefing by a passenger who was concerned about the seating arrangement due to COVID-19 reasons. Flight Attendant was not sure if the briefing was completed.

ACN: 1749900

## Time / Day

Date : 202007

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1749900  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Passenger was refusing to wear face mask on flight. He harassed me several times throughout the flight because he did not want to wear a mask. The ground agents talked with him before door closure. They explained that its policy to wear a face mask. He was argumentative and said he had a disability. He said he called [the] airline before the flight and told them of his problem. He also said that [the] airline put the information in his profile. However, it was not in passenger profile. So I requested that he comply with airline policy and wear a facial mask. Also, Captain said that the passenger must comply with policy.



## Synopsis

Flight Attendant reported a passenger refused to wear a mask during the flight.

ACN: 1749794

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1749794

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Dispatch

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Dispatch

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

Aircraft X was a red eye flight ZZZ-ZZZ1. I came in and got my pass down from the night Dispatcher as usual. While briefing myself on the weather I noticed ZZZ Center was ATC zero for the night from XA00z-XD00z per the Flow Constrained Area (FCA) and NOTAMs. When I took my pass down I sat down and immediately got a ACARS for Aircraft X holding

for ZZZ1 due to the ATC zero. I then called the Dispatcher that passed the flight to me, and said, hey why did we let this plane go when ZZZ1 is ATC zero, which was approximately 50 minutes from the time I received the ACARS for holding. That Dispatcher said Operations told them it was only valid until XC30z. My issue with this is first off how and why was the flight able to push 20 minutes early? Pushing early pushed them even more into the FCA. With the Center being closed that makes this an illegal Dispatch because per the FCA we knew we were not able to enter ZZZ Center until XD00z, when we had an ETA of entering the Center about 50 minutes before that. My second issue is why did the Dispatcher let the flight depart early? Was this FCA not communicated to the flight crew? Why is the Dispatcher listening to Operations manager pressure rather than looking at the published NOTAMs and FCAs for times. The Operations manager has zero operational control and say in how and when we dispatch our flights. Operations often will tell us things to make their job easier and to get on time performance numbers not based off anything to do with legal dispatching of a flight. Just fueling the flight up for holding due to entering the airspace while it is closed is neglectful.

While we were able to get through [it] this time with no diversions, if the Center is going to close for cleaning on a regular basis overnight, we as a company and in Dispatch and Operations need to have better communication about this, We need to establish a better plan of attack for this if it is to be a regular thing. We also need to plan for what is published based off NOTAMs and FCA's not what Operations says. We need to as a group communicate better with each other, with Operations, and to our flight crews to help stop these things from happening in the future. Just because it went off without a diversion this morning does not mean that we can do the same thing in future. I would hope we can learn from this as a group and come up with better ways to handle it.

## Synopsis

Dispatcher reported a flight departed early into a Flow Constrained Area (FCA) and questioned company procedures that allowed this to occur.

ACN: 1749793

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 9000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1749793

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Company Policy

## Narrative: 1

First Officer was flying and distracted. While reviewing approach plate, I looked up to see that the First Officer was rapidly descending for 6,000 feet, and was already at approximately 9,000 feet and still at 300 knots. I immediately instructed the First Officer to turn off the autopilot, and immediately slow the aircraft to 250 knots by raising the nose of the aircraft. Once the aircraft slowed to 250, the First Officer continued the descent.

First Officer is extremely inexperienced in jets, and due to COVID-19, has extreme lack of proficiency. Making sure new pilots in new aircraft receive more training in this time when flying becomes very infrequent.

## Synopsis

Captain reported experiencing a speed deviation below 10,000 feet and stated First Officer's lack of flying contributed to the event.

ACN: 1749775

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 24000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1749775

Human Factors : Communication Breakdown

Human Factors : Training / Qualification

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We took off from ZZZ as usual. We were on the departure and ATC queried us saying we were off course about 10 degrees. I immediately looked to see if I may have left autopilot in heading mode but FMS 1 was displayed. I asked Person X to tell him we are showing we are on course. Again, ATC said he was showing 10 degrees off. I went to received messages in the FMS and saw that ATC had given us a reroute adding ZZZZZ to our fixes on the departure. I went to the fix page and brought the fix we were missing and we were almost a beam the fix. I asked the FO to ask ATC if he wanted us to turn there. ATC gave us a switch to next sector frequency and we asked him if he wanted us to turn there. He advised us "out of FL240 direct ZZZ." We maintained our course and at FL240 initiated the turn to ZZZ.

I honestly don't have a reason why I didn't check the clearance on ACARS as I do every-time to verify what the FO wrote down. I hadn't flown in about a month and I guess I was just out of my groove to not check the received messages. The FO put AF "as filed" down on the card and I went with it. Mistake on my part for not checking the PDC to verify.

## Synopsis

Air carrier Captain reported an ATC reroute was received via ACARS, however it went unnoticed, resulting in a course deviation. Captain cited not having flown recently as a contributing factor.

ACN: 1749747

## Time / Day

Date : 202007

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1749747

Human Factors : Situational Awareness

Human Factors : Confusion

## Person : 2

Reference : 2

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

Function.Maintenance : Other / Unknown

ASRS Report Number.Accession Number : 1749753

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Aircraft

Detector.Person : Ground Personnel

When Detected.Other

Result.Aircraft : Aircraft Damaged

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Ambiguous

## Narrative: 1



Myself and my partner were dispatched to tow Aircraft X from Gate X to the hangar. We followed SOP for removing Aircraft X off of the gate. As we entered Location Y at the hangar we had to go wide around another aircraft that was parked on spot X1 which due to the COVID pandemic is a made up spot sitting east of Taxiway X, we were to park our aircraft on [spot] X2. After passing that aircraft I positioned my supertug and the aircraft east of the taxi line. I was following a seam in the hangar concrete in an attempt to position my supertug to the right side of another aircraft that was parked on spot X1 in order to back my aircraft into the X2 spot, also not a normal parking spot. As I swung the aircraft to the east my partner asked if I was okay with where the mobile stairs were located and I confirmed that I was fine with their location. I was following my guide man's directions who was located to my left, as I approached the spot I looked away from the guide man to see where the front of my supertug was because I knew I was approaching the end of the concrete. When I looked back the guide man had given the stop sign and my partner was telling me to stop. My partner told me we had made contact with the mobile stairs, I placed the supertug in park and set the emergency brake. Upon inspection we confirmed that I had hit the mobile stairs with the wingtip which resulted in the edge being bent. SOP was followed removing the aircraft from the gate but there is no SOP parking the aircraft in made up spots due to the COVID pandemic.

## Narrative: 2

We were involved in an incident which occurred at the ZZZ Company Hanger. With COVID-19 now affecting aircraft movements, we are moving aircraft in unsafe manners. With no safety advocate. We as a team are moving aircraft in manners that were not trained to do. In the area this aircraft, Aircraft X, was being parked, there are no guide marks, no lead in lines, and no stop markings. It has been set up as a "point of reference." This lead to Aircraft X to being damaged. The wing tip was slightly damaged. In the past 5 months since COVID-19 the ZZZ team has been moving aircraft with no clear guidelines, and no safety advocate to speak for us.

## Synopsis

Ground crew reported a wing-tip collision occurred while they were towing an aircraft to a made-up parking spot that was created due to the COVID-19 pandemic. The crew stated there were no markings to guide the aircraft to the spot.

ACN: 1749727

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 7450

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 2495

Experience.Flight Crew.Last 90 Days : 26

Experience.Flight Crew.Type : 1206

ASRS Report Number.Accession Number : 1749727

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 531  
Experience.Flight Crew.Last 90 Days : 18  
Experience.Flight Crew.Type : 531  
ASRS Report Number.Accession Number : 1749740  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation - Altitude : Undershoot  
Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On a beautiful VMC day was on the ZZZZZ arrival for the FMS Visual Approach X XXR. LNAV/VNAV path. Approaching ZZZZZ was given the third of three large speed reductions. Slowed prior to ZZZZZ1 to 230 then slowed to 210. Still able to remain on path. Inside of ZZZZZ2 told to further slow to 180 cleared for the FMS. The last speed change was too close to ZZZZZ to cross at 7,000 and 180. The pilot flying had not flown in 85 days and was slow to recognize I was slow at requesting relief for altitude at ZZZZZ and slow advocating max allowable flaps. The PF had flaps 5 set and max speed brakes applied trying to slow and go down. We crossed ZZZZZ at 180 but at approximately 7,400.

## Narrative: 2

While on descent into ZZZ on ZZZZZ arrival we were ask several times to slow and descend at same time which left us high crossing ZZZZZ. We were in VNAV path and everything was working fine. About 5 miles before ZZZZZ we were asked to slow to 210 knots and that made us high crossing ZZZZZ.

## Synopsis

Air carrier flight crew reported experiencing an altitude deviation while crossing an arrival fix.

ACN: 1749718

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZMP.ARTCC

State Reference : NM

Altitude.MSL.Single Value : 17000

## Aircraft

Reference : X

ATC / Advisory.Center : ZMP

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class E : ZMP

## Person

Reference : 1

Location Of Person.Facility : ZMP.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Trainee

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Developmental

ASRS Report Number.Accession Number : 1749718

Human Factors : Situational Awareness

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Aircraft X was climbing southbound after departing, I initiated a handoff to Sector XY, anticipating a flash-through to Sector YX. I anticipated watching for the handoff to be

made, and made a pointout to OMA approach. While this was going on, I had multiple aircraft needing weather calls in other parts of the airspace, as well as at least two calls from flight data and flight service, as well as two calls from aircraft airborne off of airports beginning IFR flights. By the time all these had been dealt with, I had failed to get back quickly enough to Aircraft X, and he had entered Sector XY's airspace without them accepting the handoff. I then called them with a verbal handoff and they accepted the automated handoff.

Given the weather situation, I think having all three low sectors open with the need to provide weather reports in the northeast part of the airspace, given the volume, was probably not appropriate. We have been running thin crews do to COVID-19, and thus have been keeping sectors combined when they likely would have been split during normal operations. I think this added volume and complexity contributed to this airspace violation. In the future, as more controllers return, I think it would be better to split sectors off more quickly to reduce workload.

## Synopsis

ZMP Center Controller reported an airspace deviation while working combined sectors. COVID-19 staffing levels contributed to the event.

ACN: 1749688

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.MSL.Single Value : 1500

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 2900

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Initial Approach

Route In Use : None

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Instructor

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 1489

Experience.Flight Crew.Last 90 Days : 146

Experience.Flight Crew.Type : 321

ASRS Report Number.Accession Number : 1749688

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Fuel Issue

Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Training a student and while doing traffic pattern work the engine lost power due to the right tank running out of gas. I told Tower that we had lost engine and then performed the restart procedure. I was able to get power restored and reported to Tower that engine was running fine.

Here is a recount of the chain of events. I had flown with one of my other students in the evening (1 hour) and had ask the FBO to refuel plane the next morning due to the early closure due to COVID-19. Upon returning the next morning to fly with another student that had about XX hours of instruction, I had student go out to plane and start the preflight. Student did the preflight and I came up when student was around on the left side of the plane and finished up the preflight with student. I did not, however go back and check the right tank to make sure it was to the tabs. We got in and started the engine and taxied out to the runway during the run up and engine check all the gauges seemed to indicate the normal amount settings including the fuel tanks. We had flown about 1.2 hours when the incident happened and I immediately looked at the fuel tanks and noticed it was indicating empty.

In assuming that the FBO had fueled the plane and that the student had performed a good preflight was my downfall, even though this had a good outcome it has opened my eyes to be vigilant in checking and making sure for myself that the preflight is done properly. I will always do the preflight myself, even after my student has completed their check.

## Synopsis

Instructor pilot reported not checking the fuel status before departure resulting in a temporary loss of power due to fuel starvation in one of the tanks.

ACN: 1749683

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Relative Position.Angle.Radial : 170

Altitude.MSL.Single Value : 700

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 5000

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class D : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : FBO

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Mission : Training

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class D : ZZZ

## Component

Aircraft Component : Communication Systems

Aircraft Reference : X

Problem : Failed

## Person : 1



Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Personal  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Single Pilot  
Qualification.Flight Crew : Student  
Experience.Flight Crew.Total : 59  
Experience.Flight Crew.Last 90 Days : 12  
Experience.Flight Crew.Type : 56  
ASRS Report Number.Accession Number : 1749683  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Training / Qualification  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2  
Location Of Person.Aircraft : Y  
Location In Aircraft : Flight Deck  
Reporter Organization : FBO  
Function.Flight Crew : Instructor  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Commercial  
Qualification.Flight Crew : Flight Instructor  
Experience.Flight Crew.Total : 2500  
Experience.Flight Crew.Last 90 Days : 15  
Experience.Flight Crew.Type : 400  
ASRS Report Number.Accession Number : 1749711

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.ATC Issue : All Types  
Anomaly.Conflict : NMAC  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Miss Distance.Horizontal : 100  
Miss Distance.Vertical : 50  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action  
Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

Person X and I went to the airport to solo together in separate planes. We checked out the airplanes, and flew around the pattern for a while before the encounter. Comm 2 wasn't working in the plane I was flying so I was using ForeFlight on my phone for ATIS. There were around 5-6 aircraft in the pattern at the time I was flying, and I found that a little stressful. Especially because I was Aircraft X, and there was a similar sounding call sign also in the pattern. In left downwind, the tower stated that information India was now current. Because Comm 2 wasn't working in the plane I was flying, I used my phone to call ATIS so I could hear what the altimeter and winds were. While I was listening to that, the Tower called me and cleared me to land Runway XX, number 3 in the pattern sequence. Due to the confusion of trying to turn off ATIS and listening to Tower at the same time, I misheard number 3, and radioed back number 2. The Tower did not call back and correct me. I saw the first aircraft land and proceeded to turn base and then final as if I was the next plane in the sequence (which I thought I was). Before I turned final, another plane announced that they had seen several large birds in front of Runway XX and possibly in the way of aircraft on final approach. Since I was preparing to turn final, I looked out my window to the left to search for the birds. Before I was wings level on final, another aircraft called Tower saying that they had been almost hit by another aircraft (they said they had no idea where it came from), and they were going to go-around. It took me a minute to realize that "the other plane" was me. Once I did, I finished my touch and go, then continued upwind. Tower called me and informed me that I had cut off another aircraft. I apologized, and completed a full stop landing shortly afterwards.

After Person X and I got home, we listened to the ATC calls and responses to see if we could figure out what went wrong. We learned that I had misheard Tower when he said number 3. Later, I was called by the lead CFI at flight training school X to get my take on the encounter. I told him what I knew, and I was able to learn from him that the other plane was a high wing [aircraft] that was on an extended left downwind when this happened, and he was below and behind me. Since I was a low wing [aircraft], we were both in each other's blindspot. I also learned that normally there are two people in the tower, one operates ground, the other operates tower, but due to COVID, there was only one person operating ATC, and he was operating both tower and ground with 6 aircraft in the pattern and 3 on the ground at the time of the encounter and one of the aircraft on the ground wasn't reading back their hold short instructions properly.

Two things could have helped with this situation: 1) When the tower reported that the current information had changed to India, had the altimeter, winds and visibility also been reported, I wouldn't have needed to listen to ATIS. 2) When multiple aircraft are cleared for landing in sequence (number 2, number 3, etc.) if the tower indicated to each aircraft when it moved up in position, I would have been informed that I had moved from position number 3 to position number 2 and realized I had incorrectly heard the first position.

## Narrative: 2

Incident happened on final approach on a training flight with a student who has accomplished approximately XX hours of training for a private pilot license. We were cleared for the option on Runway XX at ZZZ. At approximately 600 feet and 1 mile from the approach end of the runway the student exclaimed about an airplane very close. I looked to the left to see Aircraft X in wings up left turn approximately 100 feet above and slightly ahead of us.

Immediately took control from the student and turned away from the other aircraft and began a climb since landing was certainly not possible. Called the Tower to report and was told to fly to the right of the runway and later to fly a right pattern. And of course we complained to the Tower about the other aircraft turning in front of us. We continued the

lesson and completed several more landings.

Upon later listening to the recording of the incident it was discovered that the Controller cleared Aircraft X to land "#3" but Aircraft X acknowledged as "#2". The Controller did not correct Aircraft X as to the sequence of landing aircraft. I have contacted the Tower manager and he confirmed that because of COVID-19 operation, there is only one Controller in the cab at any one time. The Controller was handling at least 5 aircraft in the pattern and another 3 aircraft the ground. Between conflicting radio calls and the number of aircraft, the Controller was overwhelmed with traffic and did not hear the incorrect acknowledgment.

Corrective actions should include a plan to have at least two controllers in the cab when traffic increases to the level that challenges the ability of one Controller to maintain situational awareness.

We have spoken to the Chief Flight Instructor of the flight school. He has spoken to the student who was flying and has determined that the student was listening to the ATIS on downwind and perhaps was not maintaining adequate situational awareness.

I have examined my own attitudes toward situational awareness in Class D airspace and have realized that I need to pay closer attention to the location of other aircraft in the pattern, particularly when the airport is busy. It is possible that I could have realized that the other aircraft had mistakenly acknowledged his place in the traffic flow. Additionally, it might be advisable to depart the pattern when it gets too busy and find another airport at which to practice touch and goes.

## Synopsis

Pilot reported incorrectly reading back their landing sequence number and turning in front of another aircraft on final approach. The pilot of the other aircraft reported taking immediate evasive action to avoid a collision. Both pilots reported the traffic pattern was busy and the Controller was handling both Ground and Tower operations.

ACN: 1749672

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1749672

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

On Day 1, I was working with Person X to give him a pass-down from the day shift workload. We were in a 6 feet by 6 feet office for about 15 minutes. Later that evening, after my shift was done, Person X went to the hospital and was positive for COVID-19. I was never contacted by anyone from Management or the CDC about being exposed to COVID-19 positive person. I also worked on Day 2. I then started time off on Day 3. While on time off a coworker told me about how Person X was in the hospital and positive for COVID-19, which occurred on Day 1. I used time off for 14 days before I returned to work. Luckily I never showed symptoms or infected any other person. I took it upon myself to stay away from work for 14 days to protect my coworkers.

## Synopsis

Mechanic reported being unknowingly exposed to a COVID-19 positive employee and not being notified of the exposure by company management.

ACN: 1749667

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1749667

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Security

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Taxi

Result.General : Flight Cancelled / Delayed

Result.Flight Crew : Returned To Gate

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Before handing Passenger X a hand sanitizing wipe I gently reminded him that wearing a face mask is a requirement during boarding and throughout the duration of our flight. He complied and took his seat. Once the boarding door was closed I made the required announcement and completed a compliance check noticing that Passenger X had placed his face mask under his chin again. I kindly asked him to place his face mask on and reminded him of the required policy. He complied saying "ok no problem." I then made our departure announcement which included an introduction as well as the audio safety briefing. During the safety demonstration Passenger X stuck his head out into the aisle making a total mockery out of me (laughing/teasing) once again visibly displaying that he was not wearing a mask. I completed my final compliance check before takeoff and I explained to him that wearing a mask is for his safety, passengers, and crew. I also explained that if he continued to refuse to wear it I'd contact the Captain to have us taxi back to the gate.

The FO made an announcement stating that we were fourth in line to takeoff and we continued to slowly taxi to the runway. I was strapped in my jumpseat and noticed that Passenger X stuck his head out in the aisle again with his face mask off. I immediately called the flight deck apologizing for breaking an FAR; but it was my duty to let them know that a customer was being non compliant regarding a safety policy. The flight deck said, "no worries at all. We'll call Operations Control and determine next steps. stay tuned." Shortly after I received a call back stating we were taxiing back to the gate. There were two customer service managers that met us at the gate. Company representative stepped off to explain what took place. I was asked to step off the aircraft to explain. Customer service personnel stepped on the aircraft and asked which passenger I was referring to because Passenger X's seat was empty. He stepped into the restroom when I stepped off the aircraft. He came out of the restroom and was escorted off of the plane. Company representative thoroughly apologized to our remaining passengers and emphasized the importance of wearing mask. We resumed our flight and had an amazing smooth flight to ZZZ.

## Synopsis

Flight Attendant reported that during taxi out a passenger refused several times to wear a COVID-19 protective mask and also mocked the flight attendant when he was reminded to wear the mask. The flight taxied back to the gate and the passenger was removed from the flight.

ACN: 1749615

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Airspace.Class E : ZZZ

## Component

Aircraft Component : Flap Control (Trailing & Leading Edge)

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1749615

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : FLC complied w / Automation / Advisory

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Shortly after takeoff after acceleration altitude on a Flaps 1 takeoff Runway XR ZZZ. As we were accelerating to Flaps Up speed (approximately 210 knots), I contacted Departure Control and received a somewhat wordy response. I allowed myself to be distracted as the Pilot Monitoring (PM) and missed the fact that we accelerated through our Flaps Up speed. We got a Master Warning Flap Overspeed indication. The Pilot Flying (PF) immediately decelerated and commanded Flaps Up. The Flaps automatically retract at 210 knots, but we received a Flap Overspeed ECAM message. We continued the flight to destination, wrote up the incident in the Log Book and discussed with maintenance at ZZZ1.

Distraction talking to ATC during acceleration phase of takeoff. Recency of experience may have played a role here as well.

I as the PM, should have either contacted ATC earlier in the acceleration phase of the takeoff or waited until we were flaps up before calling ATC. This was a relatively heavy aircraft with a big speed (and time) gap between acceleration altitude and flaps up speed. The PF should have pitched up to avoid accelerating through flaps up speed as the PM was responding to an unusually long ATC transmission. Either one of the recommended PM or PF actions would have trapped this error. The aircraft was inspected and is in service today.

## Synopsis

Air carrier Captain reported experiencing a flap overspeed during initial climb and cited distraction while talking to ATC and recency of experience as contributing factors.



ACN: 1749607

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1749607

Human Factors : Other / Unknown

Human Factors : Human-Machine Interface

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1749602

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Automation : Aircraft Other Automation  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Cleared for visual to Runway X and turned inside ZZZZZ from 4,000. I knew we were high but we had slowed and got gear out early. Squared the base to final turn outside ZZZZZ1 and continued to configure. Fully configured at 1,100, but still high on the VASI, so we decided to continue to 500 to meet stable approach criteria. Passing 500 we were on VASI and engines coming up we landed at the 1,200 mark, 8 seconds from 50 feet, and taxied in uneventfully. Upon gate arrival I pulled an approach report and noticed that we had a -1,750 vertical speed which I think happened between 2,000 and 1,000 feet. There was some ground thermal bouncing and it could have momentarily exceeded -1000 below 1,000.

This was my first trip back since April and I should have given myself more room to get down and configure.

Hindsight being 20/20 I think a go-around would have been a more appropriate choice, in order to give us more room to set up for the approach.

## Narrative: 2

Close vectors, base to final Runway X. At 4,000 (higher than normal) we were cleared for a visual approach. PF started to configure, descend and intercept the LOC Runway X. We were configured prior to 1,000 feet however we were still a little high, reducing our airspeed with higher than normal descent rate, was tough but we continued to 500 feet. To me the aim point looked good with the airspeed and vertical speed returning to normal, with the engines spooled up. Short final to touchdown appeared normal. We crossed the threshold and touched in 8 sec, with normal rollout and taxi to the gate. When we shutdown at the gate, we pulled up the APRCH RPT and saw a max vert speed of 1700+ descent rate.

Causal factors was accepting an approach clearance when we were higher than normal on base to final, while also being closer than normal to the field. This caused a higher descent rate on final, challenging our stable approach criteria.

If necessary, configure early! In our specific situation, even lowering the landing gear earlier would have helped get us to "stable approach criteria" sooner.

## Synopsis

Air carrier flight crew reported an uneventful landing from an unstable approach instead of executing go-around per standard procedures.

ACN: 1749603

## Time / Day

Date : 202007

## Place

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

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1749603  
Human Factors : Workload  
Human Factors : Communication Breakdown  
Human Factors : Time Pressure  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other  
Communication Breakdown.Party2 : Dispatch  
Communication Breakdown.Party2 : Maintenance

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1749614

Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Dispatch

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1749617  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : Flight Cancelled / Delayed  
Result.Flight Crew : Returned To Departure Airport

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : MEL  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Company Policy  
Primary Problem : Company Policy

## Narrative: 1

All the pilots met in operations. The FOs all went to the aircraft. I remained in operations to call Dispatch to add fuel. I called several times and could not get anyone to pick up the phone. I gathered my things and walked to the aircraft. On arrival at the aircraft, the Relief was doing a great job of preparing the galley of aircraft with the catered amenities. He discovered an issue with catering. It was past the expiry date. He was working diligently to problem solve and find out when the food was made. We proceeded to get the aircraft ready for the flight. I had to stop my efforts, and go back to assist with the issue of the catering, as well as, made additional calls to Dispatch. I was finally able to reach the Dispatcher, and requested an additional 7,000 lbs of fuel. I was extensively questioned about my decision to add fuel and insisted the weather was fine along the route. The Dispatcher was consuming significant time and pulled me away from the other pressing issues that needed my attention, so I did not have time to explain all the issues with the fuel load. We had a placard in the log book that needed to be addressed. I contacted maintenance and the MEL tracking and control item list (item XXXXX.Y) requires written permission from the station, and was unable to establish that written permission. Due to the abundance of issues, we were delayed in our pushback. Approximately several hours into the flight, we received a message from Dispatch stating ZZZZ requires COVID-19

testing for all crew members.

We tried to ascertain further information about hotels and new procedures that were not applicable to us and were unable to get any information. As a crew we made the decision to divert. We contacted Dispatch and were told to return to ZZZ. I went back on my break, and was informed upon my return that the flying pilots had attempted to contact Dispatch with no response for the entire return leg home. Landing was normal.

Unable to get information about procedures in Country X. Unable to get location of quarantine. Unable to get procedures on leaving Country X. All crew felt it best to not land at ZZZZ until all details are known.

The color codes that the caterers use needs to be in briefing guide to determine freshness of meals. Required station signature from tack needs to be available in guide.

## Narrative: 2

Several hours after takeoff the Relief Pilot and I came off our break. The Captain and FO told us about a message received over ACARS detailing COVID-19 testing we can expect upon arrival in ZZZZ.

We seriously considered the implications of the message and decided rather than risk being compelled into having medical procedures performed on us and possibly being held for an indeterminate amount of time; we diverted back to ZZZ.

An ancillary point worth noting in this report is that on our return Dispatch went dark. We requested multiple times for them to update the system with our divert. But we didn't get a response nor were we able to obtain an updated Flight Progress strip.

## Narrative: 3

Received an ACARS message [advising] ZZZZ now requires COVID-19 test for all crewmembers arriving ZZZZ. We were instructed that we would have to go straight to the hotel after testing and would be notified within X days of the test results. All four crewmembers agreed not to test and be quarantined in a foreign country for a minimum of 3 to 14 days. This event happened at cruise several hours into flight before divert occurred.

After receiving the message that COVID-19 test would be administered upon landing we all agreed as a crew that we would not let the Country X government administer such a test. There is a history of false positives that could have landed us in a Country X hospital indefinitely. We did not think that was a good idea. We contacted Dispatch and asked them where they would like us to go. They said return to ZZZ.

The company needs to reevaluate if they expect us to continue our service to foreign countries that have mandatory testing for COVID-19. The temperature checks that we receive currently for our ZZZZ service should be enough to let us into the country but that's not a decision that I can make. I could go for a "far reach" and say maybe have some kind of COVID test done 24 hours before check-in and keep the results with you but like I say that's a far reach I also would like to add that we prompted Dispatch twice for fuel burn and numbers going back to ZZZ. All we heard was crickets. Six hours with no contact from the company. I guess they didn't like the fact that we were diverting.

## Synopsis

Air carrier flight crew reported being notified in flight that the destination city required a COVID-19 test upon arrival. Based on multiple concerns with the testing process, the crew elected to return to their departure airport.

ACN: 1749509

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Airframe

Qualification.Maintenance : Powerplant

ASRS Report Number.Accession Number : 1749509

Human Factors : Confusion

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Detector.Person : Maintenance

When Detected : Aircraft In Service At Gate

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

After watching a demo of fogging the aircraft for possible viruses with a new procedure I had noticed that the fog would enter into the forward and aft cabin temp sensor module. The fog is a wet fog that coats the surfaces to disinfect. The fog will easily enter the module that are in the PSUs. The power for these comes from your P6-4 power panel and controlled from your 115v AC bus that is still powered with your ground service bus. These Temp sensors have had issues in the past on all fleets with dirt and dust coating the sensor and giving false reading of cabin temp. Example, the pilot write up might say Aft cabin temp hot or cold this is due to the temp bulb dirty in most cases.

This is a procedure we are doing and we had talked about this to the others that were giving the demo of our concerns. Also with the smoke detectors in the cabin and cargo. There are similar systems on several aircraft types that operate in the same manner.

Either pull the circuit breaker in the systems before you spray the cargo or cabin or clean the sensors after spraying the cabin and or cargo in accordance with the manuals. This would avoid any delays to the aircraft departure and discomfort to our passengers and cabin crew members due to any delays or hot or cold cabin temps or false smoke warnings.

## Synopsis

Technician reported that the residue film left from fogging the aircraft for COVID-19 may affect temperature sensors.



ACN: 1749502

## Time / Day

Date : 202006

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1749502

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

At least 3 passengers boarded the aircraft without wearing masks, when reminded of the mask policy they were cooperative, but had to get masks out of carry on luggage meaning that they were not wearing them or even in immediate possession of them prior to and during the boarding process.

## Synopsis

Flight Attendant reported that several passengers boarded without wearing COVID-19 protective masks and had to retrieve them from carry-on luggage.

ACN: 1749479

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1749479

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Passenger boarding and removed mask at row 3 asked passenger to replace mask at the exit row. Passenger then sits in the exit row and still refuses to replace mask. Ask passenger again to replace mask she then informed me that she was drinking coffee, which she was not. I asked her to step out of the emergency exit row as she could not comply with my instructions. She informed me she was drinking coffee and was not in the exit row. I informed her she was and again asked her to move out of the exit row and replace her mask. After the fifth request she moved out of the exit and replaced her mask.

Preventive measures - a federal mandate for mask and enforceability with consequences if passengers don't comply; significant penalties.

## Synopsis

Flight Attendant reported asking a passenger multiple times to wear a COVID-19 protective mask and to not sit in the emergency exit row before the passenger complied.

ACN: 1749470

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 2500

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Component

Aircraft Component : Autopilot

Aircraft Reference : X

Problem : Improperly Operated

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1749470

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Troubleshooting

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

We were cleared for takeoff, radar vectors to 5,000 feet. Shortly after takeoff and at acceleration altitude, as pilot flying, I called for VNAV. Departing ZZZ there were many thunderstorm cells and we were told to expect multiple vectors. Those started early and we complied as the airplane climbed. I was also instructing my pilot monitoring to clean up flaps on schedule as he spoke to ATC.

It was just above 2,000 feet shortly after my call for autopilot on, I notice the airplane attempting to level and the throttles retarding. My first inclination was to immediately verify that we had the proper altitude of 5,000 feet set and it was. In a moment of confusion I disengaged the autopilot to continue what was then a turning climb. With the throttles now not going back into the TOGA detents, I also disengaged the autothrottles and manually pushed them forward. I verbalized "What is going on" to my FO.

It was shortly after this I realized our vertical mode: green ALT. I instructed the FO for FLCH speed 250 (we were nearing around 2,500 by this time). In the short period of this trouble shooting, I dipped the nose enough to break the 250 kts limit. When I noticed it, the speed was a little shy of 270 kts. I immediately brought the speed back to 250 kts and continued the remainder of the flight without incident.

This was my first leg back after 3 months. Immediate vigilance is required and complacency is never an option. I still am unclear as to what sequence drove that airplane into green ALT (it is possible the task saturated FO hit ALT multiple times looking for AP, but he was unable to offer any clarifying information). The point is I should have included a verification of magenta FLCH on the FMA when I verified the altitude set. I cannot assume either the airplane or my First Officer will always deliver what I ask for.

## Synopsis

Air carrier Captain reported the aircraft started to level off at the incorrect altitude resulting in a speed deviation while trouble shooting.

ACN: 1749437

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1749437

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Chart Or Publication

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure  
Primary Problem : Ambiguous

## Narrative: 1

After landing on XXR, the rollout was extended to pass an aircraft that landed in front of us taxiing on A. We exited E and contacted Ground. I have been told we were given E, B, K, which I read back and our stand, which we could not understand the stand number. We exited at E and I was trying to get a confirmation of the stand as the taxi would be rather complicated due to the new terminal XX and all the construction at terminal XX. We turned to follow the aircraft on A, thinking it was B where Ground wanted us, and the 3 or 4 other aircraft on A taxiing to the terminals. I was still trying to confirm our stand number. Taxiing on the other taxiway did not make logical sense as all other aircraft were on what we must have assumed was B. Nothing was said at the time by the Ground Controller about being on A instead of B as we were in line with all the other aircraft which landed before us. We were the last aircraft on A and there were no conflicts with any other aircraft and we followed all further instructions to the stand XXX or XXY without event.

As FO my last line operational flight was in March. I have not been to ZZZZ for several years. I also found it very difficult to change between 3 taxi charts to try to find the taxiways being assigned, confirm all the construction and the stand number. The Jeppesen aircraft symbol of course was not working on my 10-9.

Consolidate all important taxi information on one Jeppesen page, especially with the considerable construction and closed taxiways.

## Synopsis

Air carrier First Officer reported experiencing a taxiway incursion after receiving complex taxi instructions. The FO cited as contributing factors a lack of recent flight experience and having not been to the airport in several years.

ACN: 1749435

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 9000

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1749435

Human Factors : Training / Qualification

Human Factors : Fatigue

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1



Getting vectors into ZZZ at night at 10,000 feet, and 290 KIAS. Given a descent to 4,000 feet and a heading. Descended below 10,000 while still at 290 KIAS. I caught it at 9,000 feet, and immediately slowed to 250 KIAS using speed brakes. Controller did not say anything and we were not in proximity to other aircraft.

Five hour ground stop in ZZZ1. Longer than usual flight plan with minor weather deviations. Was very tired, and this was only my second flight in three months. No Excuse! I think for sure fatigue and currency played a role, but I should not have made this mistake.

Pay closer attention.

## Synopsis

Air carrier Captain reported experiencing an airspeed deviation and cited fatigue and lack of recent flying experience as contributing factors.

ACN: 1749387

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1749387

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Management is not enforcing the face mask policy. Agents continue to walk around public areas exposing themselves and others.

## Synopsis

Customer Service Representative reported that management is not enforcing the COVID-19 mask policy.

ACN: 1749386

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1749386

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

State X has issued a 14 day quarantine for anyone entering the state from certain locations. We have had several co workers who have traveled out of the state. It has been brought to management's attention that these employees are in the breakroom without masks and are not adhering to the quarantine rules. These agents are putting other co workers and our customers in jeopardy by being on property. The supervisors, leads and the travelers themselves all said that it was approved by our upper management. Per the state websites essential workers must get prior written approval from the state before travel. Upper management told select people and never put this policy in writing. They say we are essential workers, which is true but our job does not require travel. The essential worker status is just to come to work when we were on the stay at home order.

## Synopsis

Ground employee reported that co-workers are not adhering to quarantine rules and are not wearing COVID-19 protective masks.

ACN: 1749383

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1749383

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

Several agents continue to work and hang around common areas without face mask.

Agents are working in the lobby and in breakrooms without masks. Potentially exposing us to the virus.

## Synopsis

Ground employee reported that gate agents are not wearing COVID-19 protective masks in the work and common areas.

ACN: 1749377

## Time / Day

Date : 202007

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1749377

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Ground Personnel

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

Many of our employees working inside the pits are exposed to COVID-19 as everywhere else in the airport is being sanitized except for the aircraft pits. Aircraft came in and no one came to sanitize the pits before, during, or after the flight came and left. Handling baggage, freight and other commodities.

## Synopsis

Ground employee expressed concern that the aircraft pits are not being sanitized, potentially exposing workers to COVID-19.

ACN: 1749369

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 6000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Route In Use.STAR : ZZZZZ 4

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 6407

Experience.Flight Crew.Last 90 Days : 220

Experience.Flight Crew.Type : 2944

ASRS Report Number.Accession Number : 1749369

Human Factors : Training / Qualification

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

While on the ZZZZZ 4 arrival, about 5 miles prior to ZZZZZ, we checked in with ZZZ approach who assigned us Runway XXR RNAV visual approach. We normally get ILS XYL, and were briefed for this. There was some confusion about the assignment, so I confirmed, at which point ATC gave us RNAV Visual XXL. I loaded the RNAV XXL into the FMC, but shortly after realized there was an RNAV Visual, like we would use in ZZZ1. There was a short discussion about how to get the waypoint sequenced correctly, due to the multiple FMC changes, but we got it sorted. At some point prior to ZZZZZ1, the Captain asked about it being a hard 6,000 feet crossing (not "at or above"), then he turned off the autopilot. I was not prepared for all the cross-checking challenges that I was now responsible for. This was my first leg in 2.5 months, but felt "up to speed" for the flight up until this point. As we approached 6,000 feet, the Captain did not arrest his descent rate and flew through the altitude. I announced that he was 300 feet low. After a few seconds, I couldn't recognize him correcting, so I announced it again. He called for additional flaps and began to recover to 6,000 feet.

There was no terrain warnings, nor ATC involvement. We landed normally.

ATC said the runway change was due to winds, but winds were reported as calm upon arrival.

## Synopsis

Air carrier First Officer reported the crew experienced an altitude deviation while the Captain was hand-flying the approach.

ACN: 1749269

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 090

Relative Position.Distance.Nautical Miles : 3

Altitude.MSL.Single Value : 1500

## Environment

Flight Conditions : VMC

Ceiling : CLR

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Corporate

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Route In Use : Direct

Airspace.Class B : ZZZ

## Component

Aircraft Component : Cowl Flap Control

Aircraft Reference : X

Problem : Improperly Operated

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 12537

Experience.Flight Crew.Last 90 Days : 52

Experience.Flight Crew.Type : 952

ASRS Report Number.Accession Number : 1749269



Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

This was a morning IFR flight to pick-up 2 passengers and return before weather declined. I delayed departure for a few minutes because of nearby lightning activity to the South. I took off at XA:50 local, from ZZZ airport, in VMC, under Class B airspace, and contacted ZZZZ Departure Control on frequency XXY.Y. Controller cleared me immediately through Bravo (before I even reached the 1200-foot MSL base of Bravo airspace) and assigned a squawk code. During initial climb (1,300 feet) I noticed slightly higher cylinder head temperature readings, but I attributed that to the relatively hot/humid weather conditions. I reached down to ensure the cowl flaps were fully open, which had been confirmed twice before via the checklist and I discovered that during the initial climb the manual lever had crept half-way to the closed position, instead of remaining to the set "fully open." I reopened, but I noticed the lever wouldn't stay in the dedicated detent.

Around 1,400 feet ATC came back with the clearance (as filed) and instructed direct ZZZ VOR after reaching 1,600 feet and "climb to 6 thousand" which I believe I acknowledged. Airplane was put on autopilot (HDG and FLC modes). I reset the altitude preselect, hit direct NAV to ZZZ VOR as I was going through 1,600 feet and I proceeded to fold a piece of paper and use it to jam the lever in the open position. Around XB:01 I leveled-off, removed the paper "jammer," closed the cowl flaps, and confirmed cruise power (except for finalizing mixture leaning until TAS would be near 168 knots). The Controller seemed not very busy and there was no nearby traffic on my Garmin 1000 display, which I had set to Normal scan and a 12 NM range. I was satisfied that the air was smooth and completed the cruise checklist, set a VNAV reminder, pending mixture fine tuning. About 2 minutes later Controller asked me to confirm altitude. I replied that I was level at 7 thousand (my "filed" altitude) and he mentioned that I was given 6 (which I believe I had also acknowledged) and proceeded to say that he needed to hand me off to ZZZ approach at 6 or 8 thousand and he offered me the choice. I apologized for the occurrence, I accepted 8 thousand and proceeded with the flight without any further incident.

There were a few caveats that led to this event. Although I try to stay current my level of

activity (as a contract pilot) has diminished to about 54% as compared to last year's similar quarter, thanks to COVID-19, which has affected how "sharp" one can be/stay. Departing under Class B in VMC requires looking outside for traffic while establishing 2-way communication with ATC; this is routine out of ZZZ, but if combined with a distraction (cowl flaps) had made it very easy for me to "inadvertently and unconsciously" scroll the altitude preselect button one more "click" (to 7 thousand) while acknowledging 6 with ATC. Perhaps the early morning wake-up had taken its toll upon me, or maybe an anticipation of establishing cruise at the filed altitude of 7 thousand, numbed my brain to the point that even when the altitude buzzer went off while going through 6 thousand (for 7), no red flags were raised. I constantly read all kinds of available aviation reports, including those with scenarios that lead to altitude excursions, hoping that I would become a better pilot and more aware to avoid similar sets of circumstances, yet here I am having failed my own ongoing efforts.

## Synopsis

Corporate pilot reported leveling off at the wrong altitude while being distracted with the cowl flaps.

ACN: 1749195

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Component

Aircraft Component : Flap Control (Trailing & Leading Edge)

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1749195

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Result.Flight Crew : FLC complied w / Automation / Advisory

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

The Captain was the pilot flying and I was the pilot monitoring. During our visual approach into ZZZ the crew momentarily over sped the flaps going from flaps up to flaps 1. I was the pilot monitoring and when the pilot flying called for Flaps 1 I queried him that the speed was too fast. The pilot flying ensured me it was OK to select flaps 1. From there I selected flaps 1, the pilot flying and I both realized we should not have selected flaps 1 at that speed and I quickly retracted them. However, the master caution light did illuminate. Maintenance was notified, a write up in the book was performed and signed off after a visual inspection.

Both the Captain and I had not flown in over a month. Although we discussed this in our threats brief, our recency of experience was a contributing factor.

I needed to be more assertive when I saw we were too fast for the requested configuration. Rather than using an informal query, I should have used a hard "check speed" call and waited for us to agree on the speed before I moved the handle.

## Synopsis

Air carrier First Officer reported momentarily overspeeding the flaps while configuring for approach.

ACN: 1749194

## Time / Day

Date : 202007

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise

## Component

Aircraft Component : Fuel Crossfeed  
Aircraft Reference : X  
Problem : Malfunctioning

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1749194

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Inflight Event / Encounter : Fuel Issue  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : FLC complied w / Automation / Advisory  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

Fuel imbalance alert during cruise flight. The #1 main fuel tank was low and the imbalance was approximately 1,450 lbs. Executed the QRH procedure as a crew to correct the imbalance. The fuel cross feed valve had to be cycled twice before the balancing took

place.

Initially, the fuel crossfeed valve did not appear to be working properly due to having to cycle the switch two times for it to activate. The aircraft had been in storage since April. This was the first passenger revenue flight since April.

Recommend testing of crossfeed valves by maintenance prior to returning aircraft stored long term to service.

## Synopsis

Air carrier First Officer reported a fuel imbalance in flight required the fuel crossfeed valve to be cycled twice before balancing took place. FO noted that aircraft had been in storage for several months.

ACN: 1749124

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 100

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Light Transport

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Ground

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 8.9

ASRS Report Number.Accession Number : 1749124

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Ground Conflict, Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I cleared Aircraft X to land on XXL he was 10 or so miles out and some time went by and Aircraft X said he was going around because there was a vehicle on the runway. I don't remember giving the runway to ground and didn't put the vehicle patch up. The operations vehicle had just been on XY and I used the truck patch and I remember him getting off and I removed the patch. The vehicle patch is required and a habit for me. Ground was answering the phone and letting someone in the gate at the time. The vehicle was south bound and got off at Taxiway X when he saw the aircraft. I failed to scan the runway, I failed to use the truck patch, and I failed to remember I allowed a vehicle on the runway.

Because of COVID this is the first time I have worked with ground open in almost 3 months. I guess I wasn't used to someone else talking to vehicles and putting them on the runway even though I approved it. I don't have any recommendations this was pure error on my part I should have had my patch up, I should have known what I was approving.

## Synopsis

Controller reported an operations vehicle that was allowed onto a runway caused landing traffic to go-around.



ACN: 1749114

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Maintenance Status.Maintenance Deferred : N

Maintenance Status.Released For Service : Y

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Contracted Service

Function.Maintenance : Lead Technician

Qualification.Maintenance : Airframe

Qualification.Maintenance : Powerplant

Experience.Maintenance.Inspector : 0

Experience.Maintenance.Lead Technician : .5

Experience.Maintenance.Repairman : 0

Experience.Maintenance.Technician : 4

ASRS Report Number.Accession Number : 1749114

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I arrived at the gate for the meet and greet. I see the FO outside during his walk around and ask him if the airplane is fine as far as maintenance goes. He replied to me everything is fine and handed me a box of light bulbs he found underneath the aircraft. We walked together towards the aircraft. I entered the aircraft with my face mask on and entered the flight deck. The pilot then began shouting get out! I walked out, I asked the Flight Attendant is everything okay is he always like that? So I went back to the flight deck to retrieve the logbook without disturbing the pilot I was met with more yelling and shouting. I walked off to the back of the airplane with the logbook and checked if everything was okay and went to return the logbook where he began shouting get off of my airplane. I responded to him and said during maintenance it is the Mechanic's aircraft. I then walked off the airplane to call Maintenance Control to inform them of the disgruntled pilot. He followed me yelling, then went and locked himself in the cockpit. I told the Maintenance Controller "You know if I look hard enough I can find a reason to ground the aircraft, but I'm not going to do that" He responded "Yea, I agree we don't want to do that. Let me call Dispatch and Operations to see what's going on with the pilot." The pilot then comes out of the airplane yelling and gets closer to me aggressively I responded in a professional manner and told: "I could ground the aircraft but I'm not going to do that." He then started yelling "Then do it a big shot I'm going to get you fired."

Maintenance Controller called me back and said "The pilot had already been very upset because 3 passengers didn't want to wear masks because of medical reasons and that put him in a very bad mood and he let it out on you."

## Synopsis

Technician reported a Captain was confrontational when he entered the flight deck. Reportedly, the Captain had dealt with passengers not wanting to wear their COVID-19 masks.

ACN: 1749032

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 3

Altitude.MSL.Single Value : 1600

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.CTAF : ZZZ

Aircraft Operator : Corporate

Make Model Name : Medium Transport

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Initial Approach

Route In Use : Vectors

Route In Use : Visual Approach

Airspace.Class G : ZZZ

## Person : 1

Reference : 1

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 7300

Experience.Flight Crew.Last 90 Days : 7

Experience.Flight Crew.Type : 4000

ASRS Report Number.Accession Number : 1749032

Human Factors : Situational Awareness

Human Factors : Confusion

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1749049  
Human Factors : Confusion  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

The event was an improper traffic pattern into ZZZ which was uncontrolled Class G airspace at the time.

We were on an IFR re-positioning flight from ZZZ1 to ZZZ and I was the non-flying pilot. The weather conditions were VFR with clear clouds and unrestricted visibility. The winds were approximately 300 degrees at 10 kts. The flight from ZZZ1 to ZZZ would be quick, approximately 15 minutes flying time, so prior to takeoff from ZZZ1 the flying pilot and I briefed the flight as much as we could. We reviewed the weather, NOTAMs, and airport procedures at ZZZ knowing the Tower would be closed at the time of our arrival. Given the forecast weather at ZZZ we initially planned to land on Runway XX. While enroute and approximately 10 miles from the airport we heard other traffic operating at ZZZ and they were using Runway YYL. We decided to change runways and land on Runway YYL as well so as to not conflict with the other traffic. We reported the airport in sight and Approach cleared us for the visual approach and we entered the pattern from the North. At that point we changed to the advisory frequency and prepared for a right downwind entry for Runway YYL. We heard one other aircraft in the traffic pattern who just departed YYL and reported entering the left crosswind. After hearing that, I asked the flying pilot if he was sure that the traffic pattern for YYL was right traffic and we both felt that it was. I remembered during our pre-departure brief seeing on the airport diagram Runway XX right traffic pattern, as well as right pattern for Runway YY, but I later found out that it is right pattern for the parallel Runway YYR only. At this point we were entering the right downwind at 1,600 feet and we had the other traffic in sight which was entering the left downwind for YYL. We continued our approach and landing using a right traffic pattern and maintained communication and a constant visual with the other aircraft in the pattern and landed uneventfully. After landing we reviewed the airport information again and realized that it should have been standard pattern for Runway YYL and we mistakenly thought the right traffic pattern for YYR to be for both.

Even though we reviewed the traffic pattern direction prior to departure from ZZZ1 we should have reviewed it again and verified it once the decision was made to change from Runway XX to YYL. We thought we were on the correct entry, but we questioned it after hearing the departing traffic was entering a left crosswind for YYL. We were established in the traffic pattern already and working on configuring the airplane for landing. Since we had a constant visual of the other aircraft and was announcing our position and intentions to the other traffic, we decided to continue with the approach and land. They had us in sight as well and announced they would be extending their downwind and would be following behind us.

To prevent a recurrence of this I will be sure to be more vigilant of traffic pattern direction while approaching an airport especially an uncontrolled airport and as well, I will not be so focused on landing on one runway that I miss important information about other runways. Also, anytime there is a change of the runway in use we should review the airport information again. I should have spoken up once I had doubt about the traffic pattern and we should not of continued our approach until the correct pattern could be confirmed. We preferred to land runway XX since it was the longer runway, but we should have better anticipated that other traffic would be using YYL since it was preferential with the direction of the wind.

This is not an excuse, but this was our first trip in several months due to the pandemic that is affecting our country. I believe a factor affecting the quality of my performance in this event was the lack of sharpness due to the slowdown in flying. This was also the last leg to a relatively long duty day, 11 hours. I believe a contributing operating factor was that we are used to arriving straight-in at this airport because it is normally a controlled Class C airport.

#### Narrative: 2

[Narrative contained no additional information.]

#### Synopsis

Corporate flight crew reported flying the incorrect pattern to a landing.

ACN: 1749024

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Dawn

Ceiling.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.CTAF : ZZZ

Aircraft Operator : Air Taxi

Make Model Name : Small Transport, Low Wing, 2 Turboprop Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Route In Use : Vectors

Airspace.Class G : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Taxi

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Air Traffic Control : Fully Certified

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Air Traffic Control.Radar : 5

Experience.Air Traffic Control.Non Radar : 2

Experience.Flight Crew.Total : 6500

Experience.Flight Crew.Last 90 Days : 75

Experience.Flight Crew.Type : 700

ASRS Report Number.Accession Number : 1749024

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Taxi  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1749029  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Runway  
Detector.Person : Observer  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

I was on an IFR flight to ZZZ to pick up passengers for a Part 135 flight. I received vectors to ZZZ and Approach Control asked what approach I would like at ZZZ. I requested a visual to Runway XL at ZZZ. I reported the airport in sight and canceled IFR. I do not recall whether or not we were cleared for the visual approach to XL or not. Change to advisory frequency was approved. (ZZZ Tower does not open for another 20 minutes). I switched to the CTAF frequency and announced left base to Runway XL. There were no other aircraft in the pattern. Shortly after my radio transmission I heard a very muffled and unreadable transmission only being able to make out [Number sequence] "XYZA." A few minutes later I announced turning final to Runway XL. A moment later the same unreadable transmission was received again only able to make out [number sequence] "XYZA". I thought this was someone on the wrong advisory frequency of XYZ.A. We landed uneventful on Runway XL and taxied to the FBO.

After I shutdown and was exiting the aircraft, an Airport Authority truck pulled up. Person X wearing a COVID-19 face mask began yelling at me. Person X stated that "Runway XL is closed and I told you twice" "Runway XL is closed use Runway YY or ZZ"

I apologized and told Person X that there was no NOTAM for XL being closed and approach said nothing about it, nor did the AWOS.

Person X again repeated herself saying "I told you twice that XL was closed. I said we heard two transmissions and that I only heard XYZA both times.

After the incident I reexamined the NOTAMs for ZZZ and there were none mentioning Runway XL. ATC did not mention it. The AWOS did not mention it. The AF/D does state that when the Tower is closed, Runway XL is Available with PPR.

Contributing factors to this incident:

Person X with Airport Authority trying to give instructions on a hand held radio while wearing a very heavy COVID-19 Mask making transmission unreadable. Had this transmission been received, a slight turn to final to Runway YY would have been made. Better review of the AF/D or getting the PPR.

## Narrative: 2

Me and my Captain were on an IFR flight plan ZZZ to pick up passengers for a Part 135 flight. We received vectors for ZZZ and Approach Control asked what approach I would like at ZZZ. I requested a visual to Runway XL at ZZZ and we received vectors for final. I reported the airport in sight and canceled IFR. I do not recall if we were cleared for the visual to Runway XL or not. We switched to advisory frequency after being approved by ATC. ZZZ Tower was closed at this moment and will not open for another 20 minutes or so. My Captain switched to CTAF frequency and announced a left base for Runway XL. There were no other aircraft inbound to ZZZ at this time. I was focused on flying but could hear someone speaking on the frequency, but it was not clear what they were saying. My Captain says he believed he understood someone say [number sequence] "XYZA". We announced our positions "Turning final Runway XL", "Short final Runway XL" "Clear runway XL", and so on. We then taxied to the FBO. After shutting down the plane, an Airport Authority truck pulled up. Person X wearing a COVID-19 face mask began yelling at us. Person X said that Runway XL was closed.

We apologized for landing on Runway XL, but there was no NOTAM about it, approach said nothing about it, and AWOS didn't mention it either. We told Person X we couldn't understand the transmissions over the radio as they were not coming in clearly, and my Captain told Person X he could just barely understand the words [Number sequence] XYZA.

After the incident we re-examined the NOTAMs for ZZZ and there were none mentioning Runway XL. The AWOS did not mention it. The AFD does not state that when the tower is closed, Runway XL is available with PPR.

Contributing factors to this incident:

Person X working for Airport Authority trying to give instructions over the radio on a hand held radio while wearing heavy face mask had unreadable transmissions. If we received a clear transmission of Runway XL being closed a slight turn to Runway YY would have been made with no problems.

## Synopsis

Air taxi flight crew reported landing at an airport and being advised that the runway was closed.



ACN: 1748954

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1748954

Human Factors : Distraction

Human Factors : Confusion

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

The following is my description of events. Just prior to boarding the flight the #4 FA notified the Captain that she was just notified that her neighbors tested positive for

COVID-19. She asked him what she should do and he told her that she was obligated to inform the company. The Captain asked the #4 if she had been in contact / socialized with the neighbors and she said yes. The question the #4 now had was should she be removed from the trip or continue. Her main concern was she wanted it on record that if she finished the trip and then did in fact test positive that the company would not come back after her. She informed the Captain that she had no symptoms and felt fine. (note: She was sick the day before with issues she said were not related, migraine, heartburn etc. Upon landing she discussed with me while walking to hotel van for pickup to the hotel that she may call off sick if things did not improve on the overnight in ZZZ. At the XA: 15am departure van time in ZZZ she said she felt 100% better than the day before. The Captain instructed her to contact whomever it was on the FA side scheduling and see what they tell her. Boarding was delayed while she contacted company who said there was no policy in place in a situation like this so it was up to her if she continued on trip. Since there is no policy in place for this unique situation they referred her to the COVID department to get the official guidance/policy and to get it on record she would not be held accountable. While the #4 was on the phone trying to get an answer so was the station personnel in ZZZ. After a long back and forth on the phone both the #4 and the Ground Personnel were told that as long as company clears it and the Captain and crew are in agreement she could continue on the trip. Company and crew cleared it so boarding began. The Captain requested the entire crew exchange contact numbers and stay in touch regarding any results from tests that are done. The #4 stated she was going to be tested and would inform us of the results.

When the #4 called, she was referred to the dedicated COVID department to get the answers but they were not open. This further delayed the flight and process time it took to get an answer. This should be a 24 hour resource.

## Synopsis

Flight Attendant reported that a flight attendant had come in contact with neighbors who were positive for COVID-19 and wanted guidance on whether she should continue with the trip or not.

ACN: 1748952

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1748952

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Human Factors

## Narrative: 1

Passenger X was informed by several crew members that he and his family would have to have their mask on if they are not drinking and eating. Passenger X continued to remove his mask throughout the flight after being told by FA B and C. I approached Passenger X and he quickly put on his mask and I informed him that I was aware that my crew informed him several times to keep his mask on. I asked if he was continuing on to ZZZZ and he replied yes.

I informed him that I was going to have a Supervisor talk to him when he deplaned the

aircraft. I notified the pilots to contact the Supervisor and have them meet the aircraft to talk to Passenger X so that this behavior does not continue on the next flight.

## Synopsis

Flight Attendant reported a passenger did not comply with COVID-19 mask wearing requirements during the flight.

ACN: 1748941

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1748941

Human Factors : Physiological - Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

After takeoff out of ZZZ while wearing my mask I got hot and sweaty and nearly fainted. I was on the forward jump seat. I had to remove my mask and fan myself and the D Flight Attendant was so concerned that she was going to grab oxygen. Fortunately, I was able to cool off and regain composure. The D Flight Attendant had mint essential oil in her suit case and had me put a drop behind my neck and ears. This helped tremendously, but this was incredibly embarrassing. I know passengers took notice that I was having a difficult time getting oxygen. A few have pulled me aside and asked if I was OK. This is not a good look for any airline, in that we are forcing our crew members and our passengers to comply with the mask rule when they could be creating a more serious medical situation.

We have a mask policy in place that has absolutely no wiggle room for passengers and crew who have underlying medical issues that prevent them from being completely compliant. This is unacceptable!! I assume that the general public knows that masks should be on and I assume also that everyone has a mask with them, what I'm concerned about is having a guest (or a crew member) pass out from lack of oxygen and of course the worst case scenario of having a death on board. I've seen flight attendants become aggressive with this policy and I am fully convinced that it will get worse. Please re-evaluate this policy and put specific limits as to how crew members are supposed to handle it.

## Synopsis

Flight Attendant reported feeling hot, sweaty and nearly fainting while having to wear a COVID-19 mask during flight.

ACN: 1748940

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1748940

Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Passenger

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

I took the forward outboard jumpseat in order to allow D FA take forward inboard jumpseat. Passenger brought to our attention [once] inflight he was uncomfortable [being] seated next to two other passengers in his row. Passenger [stated] the social distancing guidelines were not being followed. FA D and B agreed to allow passenger [to] take row XDF to create a safer environment for passenger. Took forward outboard jumpseat for

landing. Flight was full, asked for volunteers to swap, no one volunteered. Flights are becoming more full, no other options for rearranging seats.

## Synopsis

Flight Attendant reported a passenger was feeling uncomfortable sitting so close to two other passengers and was allowed to move to a different seat.



ACN: 1748935

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Off Duty

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1748935

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was a DH sitting next to Passenger X. [He] had his mask off the whole flight. When asked by working crew during cart service, he did comply, then soon took it off again. I had to ask him 3 times again. (He was sniffing and coughing). Had 2 beers.

After landing he got up to deplane took off his masks then exhaled really big and loud right down to the guests sitting under him.

I asked again and he did comply. Offered me to bring my luggage down I said politely "I'll get it thank you." He stands extremely close to a passenger standing behind him and says loudly "She doesn't want me to touch it."

As an employee, this type of behavior is very challenging.

Remind guests face mask must be worn, not complying may result in reject of boarding next time.

## Synopsis

Dead heading Flight Attendant reported issues with a passenger who was not wearing a COVID-19 mask at all times on the flight.

ACN: 1748927

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1748927

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

Communication Breakdown.Party2 : Dispatch

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1748932

Human Factors : Confusion

Human Factors : Communication Breakdown

Human Factors : Troubleshooting

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Dispatch  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

I was the D FA. As we started to board I was standing at seat 1X/Y. A gentleman boarded and said he was in 1Y. (Due to COVID these seats are blocked for the FA jump seat.) We sent a text to the agent(s) requesting them to re-seat passenger. There was a back and forth via text then we requested a Supervisor. Two supervisors came down and said they had talked to Dispatch. Dispatch told them for weight and balance passenger needed to be seated in 1Y. We showed them the document stating these seats were blocked but he said Dispatch required passenger to sit in 1Y. We explained weight and balance is a zone not a specific seat. After the supervisors argued with the Captain and the FAs one of the supervisors said "if you won't let him sit in 1Y then I'll have to ask customers if they are ok with being seated next to someone else." Which I believe is what they are supposed to do. I explained that passenger could be seated in 1Z if [Flight Attendant] 1A was comfortable. The Supervisor then went to our First Class passenger in XX who was on the phone. The Supervisor rudely interrupted the passenger saying "I need to talk to you" over and over. I stopped him and told him to either ask someone else or at least wait until he was off the phone. The Supervisor then asked [Flight Attendant] 1A and she agreed to have passenger sit next to her. After we closed the door passenger told me that an agent had told them once we got up in the air he could just sit in my seat in 1X for the entire flight.

Please make it clear to the ZZZ Station that seats 1X & 1Y are currently FA jumpseats.

## Narrative: 2

Agents in ZZZ seated a passenger in 1Y. They claimed it was due to weight and balance at the direction of Dispatch. They were specifically saying the passenger had to be sitting over there even though we told them those seats were blocked due to social distancing for the D Flight Attendant per our policy. They (a customer service Supervisor and a couple of agents) did not want to follow procedures to ask passengers if they were willing to sit together. They kept insisting this was required for weight and balance that the passenger sit in 1Y. They said they'd have to ask another passenger in First Class if they would be willing to sit next to another passenger. And I asked "Isn't that procedure?" Then they asked if after takeoff the gentleman could move over into 1XY. I said no. So the agents did not want to follow our new social distancing procedure and wanted to displace a flight attendant. Meanwhile, they put a non-rev in the seat previously occupied by their upgraded passenger.

## Synopsis

Flight Attendants reported COVID-19 seating related issues involving flight attendant pre-assigned seats.

ACN: 1748889

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 5000

## Environment

Flight Conditions : IMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Check Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1748889

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

I am not sure if ZZZ Departure is short staffed with COVID flight reductions, and controllers are being over worked so stress levels are higher, but I really can't believe the reaction and unprofessional attitude that was demonstrated on ATC's part. If flight numbers are starting to be increased, Controller staffing needs to be increased back to normal. I can't see any other reason that would stress a Controller to the point of reacting this way to a very normal situation when radios get busy and a clearance isn't given right. Taking off from ZZZ, Tower handed us off to Departure. After switching to Departure frequency, I heard an Air Carrier Y flight check on with Departure. ATC responded to Air Carrier Y's check in with a clearance for our call sign. Given the incorrect response to Air Carrier Y, I checked on with Departure as I normally would and remained on my original PDC departure clearance until receiving further instructions. I did not receive a response. I then tried to check on two to three more times, but never received a response from ATC. At that point I requested "radio check." After two "radio check" attempts I finally received a response from ATC. It was the most unprofessional reaction I have ever experienced in XX years of flying. The Controller was basically yelling and said "Air Carrier X, DO WHATEVER YOU WANT!" I responded by saying we were "looking for a clearance." At this point we were level at 5,000 feet flying the ZZZZZ Y Departure. Without a fairly prompt continued climb clearance, it would be very hard to meet further climb restrictions on the departure of ZZZZZ at or above 15,000. After two attempts asking for a clearance, ATC responded by saying "Roger." After several minutes, the Controller issued us a climb clearance and the flight continued as normal.

## Synopsis

Air carrier Captain reported communication issues with Departure Control and made reference to Controller possibly being overworked or stressed out due to COVID-19 staffing levels.

ACN: 1748818

## Time / Day

Date : 202007

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 15000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1748818

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Issued New Clearance

## Assessments



Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Departed ZZZ's XXR on the SID. ZZZ Departure gave us a climb to 15,000 feet, and handed us off to Center. We attempted to check in with no success. Other aircraft on frequency, were also not able to communicate with this frequency. After several minutes of cruising at 15,000 feet another aircraft on frequency said he was able to contact Center further east, and that they were at FL190. We continued on our route at 15,000 feet. More aircraft handed off from ZZZ Approach began to attempt to check in unsuccessfully. Two or three times we returned to ZZZ Approach to try and get another frequency to no avail. ZZZ Approach was saturated with radio traffic and was confused as to why we kept coming back to him. For approximately 15-20 minutes we flew on the route at 15,000 feet attempting to check in. Gradually, we could hear the Controller as we continued eastbound. Finally we had the Controller loud and clear and attempted to check in. The Controller was saturated with traffic working on multiple frequencies. For another 5-10 minutes we attempted to check in but were unable. The aircraft continuing to come onto the frequency made most calls blocked. As we continued on the route, a large line of weather running north/south of our course with tops over FL650 had solidified making any chance of flying through the line impossible. We needed a deviation to the north to end-run the line of severe storms by fling north, from our easterly course. We were unable to check in with Center as we approached 60 miles to the line of weather. I instructed the FO that when we got to forty miles from the line, we would PAN PAN the frequency, and turn north parallel to the weather. There were several aircraft to our 8 to 9 o'clock position that we were concerned about in the case of turning north. Turning south was not an option. Right at 40 miles, we were able to check in, and get a turn north. The Controller was doing the best he could. The volume of radio traffic on this frequency cannot be understated. Luckily, our dispatcher had included two alternates for our destination and we had the fuel to be able to continue for an extended time at 15,000 feet and FL190 which consumed far more fuel than planned. I managed the flight to reduce fuel consumption, monitored the destination weather closely and landed with plenty of fuel reserves. I give the event a "serious" risk rating due to the surrounding aircraft that would have been involved in case of an unplanned turn by us in order to avoid severe thunderstorm penetration.

The main causal factor is ATC's under-staffing due to COVID-19. Having flown during the last week of June, into the first week of July, I have noted ARTCC facilities being overworked. Calls are being missed, check-ins taking longer, and confusion caused by controllers assigned multiple frequencies. The level of air traffic has gone up dramatically over the last two weeks, especially starting in July. A possible contributing causal factor is the airline industry adding flights faster than ATC can handle them and a possible lack of coordination between the airline industry and the FAA's ATC.

Airline should work with ATC management to discuss the added flights and the capabilities of ATC ARTCC's. Perhaps there is a way to better coordinate with vulnerable ARTCC's to alternate departures/arrivals to set a more manageable pace for controllers in their sectors.

## Synopsis

Air carrier Captain reported communication issues with Center and attributed it to COVID-19 ATC staffing of facilities.

ACN: 1748780

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1748780

Human Factors : Training / Qualification

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1748821

Human Factors : Situational Awareness

Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Landing Runway XXL in ZZZ. FO flying. It was a stable approach. He flared slightly high and we floated and may have landed passed the touchdown zone. I was about to say Go-Around just as we touched down.

I contribute my late call out due to flying the red-eye from ZZZZ.

I haven't flown in a couple of months. The First Officer hasn't flown much as well. Even during a stable approach in good weather, be prepared for a go around, and always be ready to call it out, if warranted.

## Narrative: 2

I was landing Runway XXL in ZZZ. I had a stable approach. I started the flare at 20 feet and I floated. I may have landed just past the touchdown zone.

It was late after an all night rocket trip from ZZZZ-ZZZ.

I will be going to ZZZ1 for landing currency sim, since I haven't had enough currency in the right seat in 3 months. Some of this can be attributed to lack of flying during the COVID-19 crisis.

## Synopsis

Air carrier flight crew reported they may have landed passed the touchdown zone. First Officer stated lack of flying contributed to the event.

ACN: 1748771

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1748771

Human Factors : Training / Qualification

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1748822

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

On final approach to ILS XX, ZZZ, VMC conditions, I (FO, PM) omitted to contact Tower at ZZZZ Intersection.

Contributing to this omission might be my absence from flying for over 4 months, outside of simulator sessions.

## Narrative: 2

On landing I noticed that we were not in contact with ZZZ Tower. Contact was made and we taxied to parking without incident. I later determined that Tower issued a landing clearance.

Contributing factors included configuration change at the point we were to contact Tower, my focus on performing the landing, and insufficient monitoring of the FO's actions.

Return "Landing Clearance- Received" to the Before Landing Checklist.

## Synopsis

Air carrier flight crew reported landing without contacting Tower.

ACN: 1748726

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 31000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Route In Use.STAR : ZZZZZX

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1748726

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Undershoot

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I was the PM on Aircraft X from ZZZ1 to ZZZ. Our arrival was as planned per the PDC. As we approached ZZZZZ (the transition fix), the ATC controller said, "Aircraft X, cleared the ZZZZZX arrival for the ZZZZZY VISUAL RWY XX". I acknowledged ATC and then asked the CA if he heard "descend via"? The CA and I agreed that we did not hear "descend via" and therefore stayed at FL310 until I could query the Controller. We had 27.6 NM to the next altitude constraint (approximately four minutes) and the radios were busy with constant chatter. I was finally able to query the Controller approximately 7 NM prior to ZZZZZ2 with an altitude constraint of FL280-240. ATC said that he expected us to have descended, then cleared us direct to ZZZZZ3 to resume the arrival with published altitudes and speeds. The CA started to descend, there were no further questions or issues with the clearance, and we had an uneventful arrival/approach/landing. The Controller was not mad, nor did he ask us to call him after we landed. Lastly, there were no traffic concerns, nor was safety an issue.

Both the CA and I had not flown in two or more months so we were being extra vigilant with a heightened awareness. A definite causal factor was the busy radio which made it hard to communicate with ATC in a timely fashion before losing a 3:1 descent profile and causing a more aggressive descent to meet the published altitudes on the ZZZZZX RNAV Arrival. More importantly, the #1 causal factor was the lack of proper vertical clearance verbiage by ATC. Both the CA and I expected to hear, "descend via" but that was not stated. There was no clearance to descend out of FL310, only "cleared the ZZZZZX ARRIVAL". After reviewing the FOM Section XXXX, we executed correctly.

FOM Section XXXX Standard Terminal Arrival Route (STAR) Clearances

Source: AIM & INFO 12003

An ATC arrival clearance using the phraseology "Cleared arrival <name>." (i.e., "Cleared PULLMAN FOUR ARRIVAL.") authorizes a pilot to navigate laterally on the STAR; however, the pilot must maintain the last assigned altitude until receiving authorization to descend.

See also paragraph XXXY Climb/Descend Via for additional guidance on STAR clearances.

I would say that if there are ATC sectors that have trends of reports filed for STARs related to issues meeting vertical clearances due to the clearance verbiage by the ATC controllers, then I'd recommend a message go out to ATC controllers for review of the proper clearance verbiage so as not to confuse/question pilots. This could also be a quarterly review for both pilots and controllers.

## Synopsis

Air carrier Captain reported being unsure if they were supposed to descend on the approach clearance received from ATC resulting in an altitude deviation.

ACN: 1748714

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1748714

Human Factors : Distraction

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

I went to the office in ZZZ to get PPE. No one was there. A sign on the door said they were in the gate area distributing supplies, but no one came to our aircraft, so this meant that they left for the day, most probably. This information should be sent to Person X to let him know that his directives are not being followed.



Put the supplies in the crew room as previously stated in memo, or have the office manned appropriately, or put masks at each gate for crew access.

## Synopsis

Air carrier Captain reported being unable to obtain PPE (Personal Protective Equipment).

ACN: 1748709

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1748709

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

On vector to visual approach Runway XX, ZZZ, Approach provided traffic outbound to south at 3,500 feet. Approach and Tower were combined and appear to underestimate our closure rate on the vector to join final as visual backed by ILS Runway XX. Other traffic (Aircraft Y) was monitored through all stages by PM TCAS display which was active the entire flight. PM and PF visually sighted traffic and paused descent whilst turning inbound for final. After this action first TA then RA triggered with monitor VS and arc guidance to maintain alt, which was action already active. Normal approach and landing once visually clear of traffic.

Cause - Poor vector and then visual approach clearance whilst traffic outbound in approach display and conflicting altitude.

More ATC resources, combined approach and tower may have been a factor.

## Synopsis

Air carrier First Officer reported an airborne conflict attributed to the Local Controller working more than one combined position.

ACN: 1748675

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Plan : VFR

Flight Phase : Taxi

Route In Use : None

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Mission.Other

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Supervisor / CIC

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 3.5

ASRS Report Number.Accession Number : 1748675

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 1700

Experience.Flight Crew.Last 90 Days : .3

Experience.Flight Crew.Type : 1000  
ASRS Report Number.Accession Number : 1749520

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Ground Conflict, Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Runway  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was working all positions combined. Aircraft X called ready for departure on Runway XX. I knew that prior to the clearance that a maintenance aircraft had previously been taxiing on it but I assumed that he was long gone as plenty of time had passed. After clearing the aircraft for departure, I saw that the taxiing aircraft had stopped and was still on the runway and it would seem Aircraft X noticed it also as we stepped on each other. Departure roll never occurred. I canceled his takeoff clearance and re-cleared him once the taxiing aircraft was off the runway. In my opinion, there were several causes for this mistake:

1. First and foremost, I was distracted by other duties and my scan failed. I also was the victim of my own expectation bias as plenty of time had passed that most of the other maintenance aircraft would have been off the runway at the time.
2. The ramp construction has gone on for an incredible length of time and the only way that maintenance aircraft have to get from one area to the next is on the runway. Taxiing on the runway is a standard operation and is a safety issue in and of itself.
3. I was distracted by updating the binders in the Tower Cab and other FLM duties.
4. The FLMs are required to be in the Cab for 5 hours a shift. Due to the social distancing requirements associated with COVID-19, the only way to accomplish all duties and meet all requirements is for the FLMs to work 5 hours a shift while the staffing only works 3.

I don't know if there's anything that can be done on a facility level but I can speak for myself. No amount of paperwork nor organizational rules will ever pre-empt providing a safe environment for aircraft. I may have lost sight of that and I know now that there's nothing that cannot wait to be done. Paperwork can always be done later.

## Narrative: 2

I conducted a local flight at ZZZ. I obtained the ATIS info and contacted Clearance Delivery with my request to conduct 3 practice approaches at ZZZ.  
I obtained a clearance with squawk code and altitude, with correct read back.

I contacted Ground for taxi, the Controller initially said taxi to [Runway] XR via delta, then corrected himself and changed it to Runway XX via Hotel. From my FBO position on the airport, taxi to XX via Hotel is the usual procedure. I did notice the Controller was the same voice as Clearance, and I also noticed Controller was simultaneously working the Tower frequency.

I taxied to [Runway] XX hotel intersection and called Tower notifying them Aircraft X ready at Hotel for XX. Tower cleared me for takeoff, heading 310, and gave the current wind, which was a light right crosswind. I taxied to position and was about to apply takeoff power, but looked down the runway and I see a commercial jet sitting abeam at the other end of the runway!

I was only at taxi speed and stopped. I called the Tower saying "I was aborting takeoff, there [is] a Jet sitting on the runway." Tower said "sorry about that, and hold position."

I held position, and confirmed I was on the runway and holding there. The jet then turned directly down the runway and taxied toward me, and subsequently exited the runway to my left towards the main terminal ramp. When clear, Tower then cleared me for takeoff, the remainder of flight with my 3 approaches was uneventful.

Why the commercial jet was sitting there is not apparent to me. If it arrived on XL it would not need to taxi on [Runway] XX to get to the airport terminal.

Chain of events, Controller simultaneously operating Clearance Delivery, Ground and Tower operations at a Class C facility. Controller changing my instructions, and perhaps distracted by other operations.

## Synopsis

Tower Controller and pilot reported a runway incursion due to expectation bias. Pilot stated the Controller was working multiple positions at the time of the event.

ACN: 1748670

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Other / Unknown

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1

ASRS Report Number.Accession Number : 1748670

Human Factors : Troubleshooting

Human Factors : Confusion

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

My crew was informed that there was a confirmed positive case of COVID-19. There was nothing done until the shift ended, just teleconferences and meetings, facility management and the district and whoever else was involved. They had our crew continue to work in the contaminated facility along with the day crew who had been here from XAam to XI:15pm without any cleaning or closing of the facility. So after working our entire shift, the district, facility management and NATCA decided the best plan was to have a cleaning crew come in at night to clean the Tower and facility only not including the TRACON. The person who is believed to have tested positive for COVID-19 works the mid shifts. They enter the TRACON before their shift starts to get the briefing and enter the TRACON after their shift ends to brief the oncoming day shift Supervisor. So with this being said and COVID-19

being able to live on surfaces for hours to days, no one really knows, the TRACON was contaminated. So after all that being said, they are having my crew, the same crew who was here in the facility before the cleaning along with the day shift crew to come back to work tomorrow the very next day and re-contaminate the entire facility. None of us know if we have contracted COVID-19 because they are not quarantining us.

Both of the crews working should be mandatory quarantined and the entire facility along with the TRACON should be cleaned. We are on this special COVID-19 schedule for this specific reason. 5 days on and 5 days off. The other crews that are on their 5 days off should be coming in after the facility has been cleaned.

## Synopsis

Controller reported that someone in the facility had tested positive for COVID-19. Controller was concerned about the decontamination process.



ACN: 1748666

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : MRI.Tower

State Reference : AK

Altitude.MSL.Single Value : 1000

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : MRI

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Plan : VFR

Flight Phase : Initial Climb

Airspace.Class C : ANC

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : MRI

Aircraft Operator : Air Carrier

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Cruise

Route In Use : None

Airspace.Class C : ANC

## Person

Reference : 1

Location Of Person.Facility : ZZZ..Tower

Reporter Organization : Government

Function.Air Traffic Control : Other / Unknown

Qualification.Air Traffic Control : Fully Certified

ASRS Report Number.Accession Number : 1748666

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Airspace Structure

## Narrative: 1

ANC coordinated the departure of Aircraft Y from Runway 33 (ANC) to Runway 6 (EDF) which was approved. Then they requested a point out through MRI. GC/CIC was combined and the Controller unabled the transition through MRI's Class D. Aircraft X was cleared for takeoff with the deviation. 40 seconds later, A11 TRACON called us to give us a red light in order for Aircraft Y to transition through the FAR Part 93 corridor inside the MRI Class D. GC/CIC told them behind the guy that was airborne and A11 TRACON argued and said no he's coming into your airspace. GC/CIC told them unable red light. A11 TRACON Controller hung up without acknowledging. There was an aircraft on visual approach to ANC Runway 33 and Aircraft Y was not rolling. Aircraft X kept the Part 93 altitude deviation and flew through the corridor at 010. GC/CIC called back and told them behind the 010 target mid-channel, red light. A11 TRACON did not acknowledge and hung up the line. A11 TRACON refused to call us back and release the FAR 93 corridor back to us after Aircraft Y landed and there were no other pertinent IFR arrivals on the radar for 64 miles out. We are not allowed to call and remind them so a manager had to call their manager and remind them that they can't leave us "penalty red light" because they are mad at us. (Because it is still our airspace when we are open.)

The intention of this situation was that Aircraft Y wanted to depart ANC Runway 33 then intercept the EDF Runway 6 final instead of flying an extra 4 minutes of flight time to depart and loop back around to fly the 10 mile final into EDF. It normally would not be an issue, except ANC doesn't give a heads up until they're about clear Aircraft Y. The majority of our aircraft are single engine fixed-wings flown by student pilots, bush pilots, and weekend pilots. Also of note is the fact that the majority of these aircraft don't have the performance characteristics to make the climb to 020 at a moment's notice to avoid the Far Part 93 corridor so they are forced to descend to 006 or below and fly across the inlet. If they lose their only engine, they will land in the water and most likely become hypothermic during the swim to one of the shores and/or be swept out to sea with the very strong current. Our pilots should not be forced to change their flight paths because Aircraft Y wants to yank and bank it from Tower to Tower for their convenience.

This FAR 93 corridor has been an ongoing issue for the entire time that I have worked at MRI and previously mitigated through reports multiple times. Previous guidance and agreed upon steps from prior mitigations is that this is our airspace; A11 TRACON is not allowed to take the airspace from us and must ask; pilots already given the altitude deviation and cleared for takeoff will retain the deviation; MRI must sterilize the airspace or resolve the conflicts prior to releasing the airspace. A11 TRACON has stated on paper that they will follow this guidance, however their actions speak louder than their words. They have told us that by answering the landline, we are acknowledging the red light and

there is a specific crew that denies the altitude deviation on an airborne aircraft when they give us a red light. We have the right to approve or deny the use or release of our airspace when we are open. This continued practice is unsafe and will cause a collision over a notoriously busy chunk of terminal airspace in close proximity with terminal airports.

Not sure if it's pertinent: A11 TRACON and ANC are still working the COVID 5/5 schedules. MRI has reintegrated the crews, but does not have the staffing to support working our normal operations. MRI is still operating winter hours of 0700-2200 local when normally we would be operating 0700-0000 local.

LOA change needs to happen. The language is ambiguous and vague. We do not release the airspace to EDF just because they ask for it and we are also required to sterilize that chunk of airspace prior to its release. The LOA language needs to be updated to reflect that A11 TRACON is APREQ-ing the airspace for an IFR arrival and allow us enough time to sterilize it. The lack of safety culture and expectation bias at A11 TRACON is going to continue to create unsafe situations and potentially a future collision.

Also, an airspace study should be conducted. This is very congested terminal airspace and the Class C should probably be extended to be a full circle around ANC. This would prevent 90% of the other issues that A11 TRACON complains about reference the VFR aircraft flying in/out of LHD, MRI, and surrounding uncontrolled aerodromes.

## Synopsis

MRI Tower Controller reported LOA problems with the overlying A11 TRACON.

ACN: 1748648

## Time / Day

Date : 202007

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Flight Phase : Taxi

Route In Use : None

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft

Flight Phase : Landing

Flight Phase : Final Approach

Airspace.Class D : ZZZ

## Person : 1

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 4

ASRS Report Number.Accession Number : 1748648

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Distraction

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 4400  
Experience.Flight Crew.Last 90 Days : 30  
Experience.Flight Crew.Type : 1010  
ASRS Report Number.Accession Number : 1749015  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Ground Conflict, Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Runway  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
Result.Flight Crew : Returned To Clearance  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Aircraft X was holding short Runway XX for departure. He had an IFR flight plan on file and issued to him but wanted to go VFR. I the Local Controller issued him a VFR advisory clearance. Aircraft X read it back and must have proceeded to line up and wait on Runway XX. I must have noticed him on the runway at about the time he asked for a takeoff clearance. I told him to exit Runway XX and it appeared he started his taxi down the runway to exit at Taxiway Kilo. I sent Aircraft Y around on Runway XY. Aircraft X exited at Taxiway Kilo and I re-cleared Aircraft Z to land Runway XX and that the runway was clear.

It's a pandemic. I'm wearing a mask and gloves while working. It's exhausting and stressful. Air traffic around the country has reduced hours we have split up in groups so if one group gets sick the others can still come in after the Tower/facilities are cleaned. Things are not normal but these bored people that want to joyride around in their private aircraft can do that at their will and they have been doing it for a long time even flight training has been ongoing. Flying right now should be with a purpose of going for point a to point b, I don't see why we tolerate people to joyride/flight train during this time. Why can't everyone be IFR and fly with a purpose of moving people/doctors/equipment or whatever from point a to point b. If we banned VFR flights I'm sure the joyriding will stop.

## Narrative: 2

I was at hold line for Runway XX, decided not to go IFR told Tower I wanted to depart VFR.

With VFR advise, Tower said he would have to cancel my intended flight plan -- and give

me a squawk. As I was waiting for a plane to land and clear runway, Tower came back to me and said "squawk XXXX and in turn east remain below 2,500 feet and contact departure on XYZ.A." I then waited for plane to exit runway.

Then taxied onto runway thinking I had been cleared for takeoff. [I] realized that I had not been cleared for takeoff and Tower was open (right now Tower [is] on limited hours and have been flying a lot with no Tower).

Realized error that tower was open "called Tower and they asked me to exit the runway immediately," there was no conflict.

## Synopsis

Tower Controller and small aircraft pilot reported a runway incursion resulting in an aircraft having to go-around.

ACN: 1748639

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft : 1

Reference : X

Aircraft Operator : FBO

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Ferry / Re-Positioning

Flight Phase : Taxi

## Aircraft : 2

Aircraft Operator : Personal

Make Model Name : Cirrus Aircraft Undifferentiated

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 121

Flight Plan : None

Mission : Personal

Flight Phase : Takeoff / Launch

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 343

Experience.Flight Crew.Last 90 Days : 49

Experience.Flight Crew.Type : 24

ASRS Report Number.Accession Number : 1748639

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Conflict : Ground Conflict, Critical  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Miss Distance.Horizontal : 50  
Miss Distance.Vertical : 300  
When Detected : Taxi  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was relocating Aircraft X across the field at ZZZ from the West Ramp to the East Ramp via Taxiway's A, V, and B. I had reviewed the airfields AWOS/ Weather prior to taxi and was communicating on CTAF frequency.

The incident occurred after I had crossed the approach end of XXR and taxiing along Taxiway V prior to XXL. During my taxi across both of the parallel runways and taxiways, I was communicating my intentions with CTAF. Prior to crossing the XXL/XXR runway at Taxiway V to B I called my intentions over CTAF and checked both of the approach ends of the runway (including all visible portions of the runway). Upon confirming they were clear, I proceeded across the hold short line of XXL towards Taxiway B from V when a Cirrus SR-22 crested the hill of XYR and became airborne. I immediately stopped my aircraft, coming to a halt after the hold short line (~15ft) but prior to entering the main portion of the runway. I proceeded to stay put in the event the aircraft taking off had to make an emergency landing with the remaining runway. The cirrus continued their climb out overtop of my aircraft and continued on the upwind for runway XYR and departed the area. Prior to seeing their aircraft become airborne, I had not heard their aircraft communicate over the CTAF frequency. I did however hear an aircraft in the downwind at the time, and later the Cirrus involved in this incident call their upwind (This call from the Cirrus was after they had flown over my aircraft).

Some things to note:

- 1) ZZZ is normally a Class D airport with operating control tower, but due to COVID-19 - The control towers hours are limited. I believe that if the tower was still in operation, this incident would not have taken place.
- 2) The XXL/XYR Runway has an elevation change of 15 feet with XXL being at XXX feet and XYR being at XXY ft. It was difficult to see the XYR entrance to the runway from my position on the XXL side, taxiway V. There also appears to be a hill about halfway down the runway. This hill, the elevation change, and the fact that the Cirrus was a dark gray and blended in with the Asphalt environment, on top of the lack of a CTAF call for take off led to this event taking place.



I firmly believe that if the tower was in operation at this time, and the Cirrus was communicating over CTAF no incident would've occurred.

## Synopsis

Pilot reported a critical ground conflict with a non reporting departure aircraft.

ACN: 1748593

## Time / Day

Date : 202006

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

Maintenance Status.Maintenance Type : Unscheduled Maintenance

Maintenance Status.Maintenance Items Involved : Inspection

## Person

Reference : 1

Location Of Person : Repair Facility

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1748593

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Maintenance

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

The flight crew is concerned when they get an aircraft that has sat for a few days the switches are out of place. Examples: hyd flight control switches, alternate flap switch, etc.

I joined a call for flight Operations and discussed this matter, I requested they send me

the reports, so we can address with other reports, also asked if they can get pictures or an accurate description on which switch was out of order.

Safety is aware they have a pre-flight checklist, but they wanted to make sure maintenance operations [are] aware.

This is a hazard report to start a possible trend.

## Synopsis

Technician reported flight crews are concerned that when they receive an aircraft that has sat for a few days some switches are in the wrong position.

ACN: 1748591

## Time / Day

Date : 202006

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

Maintenance Status.Maintenance Items Involved : Inspection

Maintenance Status.Maintenance Items Involved : Testing

## Person

Reference : 1

Location Of Person : Repair Facility

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1748591

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected : Routine Inspection

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

As aircraft come out of storage, Circuit Breakers and systems have not been reactivated correctly causing numerous rejected takeoffs or return to airfields.

I suggest a task card or work assignment on an aircraft coming out of storage as a last item before aircraft release depicting a graphic of that fleet specific circuit breaker panels and an instruction to visually check all CB's to be pushed in except those that are deferred etc. Also a CAT 3 check should be assigned which could capture most system failures due to improper reactivation. Best prevention would include a high power runup.

## Synopsis

Maintenance Technician reported that aircraft are coming out of storage with circuit breakers and other systems in the incorrect setting/position.

ACN: 1748585

## Time / Day

Date : 202006

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1748585

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation

Detector.Person : Maintenance

When Detected : Routine Inspection

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

I called Maintenance Control to have cabin service clean the lavatory and the lead stated that they don't do that type of work. I then asked him if he had anyone that was qualified to do bio-hazard and he stated that I should be the one doing the cleaning and not the cabin provisioning crew. This has been an ongoing problem here and probably system wide getting people qualified with proper equipment for bio-hazard. I thought that by bringing this back in-house it would be better but this cleaning staff here in ZZZ do a below par job cleaning airplanes. With COVID-19 you would have thought that they had down time to get these people up to speed. The cabin and provisioning manual states what their responsibilities are and we are lucky if they do half of the tasks. They should be available to all aircraft appearance cleaning. The flight attendants took the time to put a note in the lavatory door but didn't create a write up or notify anyone about issue and they are also part to blame. I ended taking the entire lavatory away because the cabin crew

lead/manager refused to do his job and causing an inconvenience and a bio-hazard safety concern for our paying passengers and outbound crew.

## Synopsis

Maintenance Technician reported confusion on who is responsible for cleaning bio-hazards in the interior of the aircraft cabin.

ACN: 1748574

## Time / Day

Date : 202006

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1748574

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.Flight Crew : FLC complied w / Automation / Advisory

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors



Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was assisting [the] purser during boarding by welcoming customers and distributing small hand wipes sanitizer. I was there until only [a] few customers were left to be boarded and I told [the] purser that I'm going to do my exit row verification-briefing. As I walked there a passenger that was standing on the isle row 10 approached me and asked if she can have one of these open seats on row 10 D, E, F instead of sitting between two people. I told her to sit on her assigned seat while I go check on CSR at the front if we can accommodate her request. I proceed to the front door, CSR wasn't there so I spoke to purser about the customer request and went ahead and accommodated her request. After talking to her, I walked past by my exit row without briefing my passenger. As I was sitting on my jump-seat doing my silent review, I realized that I was supposed to do my exit row-briefing. As soon as we reach 10,000 feet and were cleared to get up, I went straight to my exit row and apologize to our customer and did my exit row verification-briefing and informed purser and other crew member. I know it is not an excuse [but] we were busy and it slipped my mind. I promise to do my best and to be extra careful.

## Synopsis

Flight Attendant reported not completing the exit row briefing until airborne because of distraction caused by moving a passenger to a different seat.

ACN: 1748573

## Time / Day

Date : 202006

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1748573

Human Factors : Communication Breakdown

Human Factors : Workload

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I moved passengers around and resolved a passenger conflict to maintain COVID-19 guidelines. One passenger was really upset with the process and their seat. Everything happened so fast. FA C even said get the Emergency Exit row briefing done and I'll finish up in the cabin. The main cabin door was closed already and I realized I didn't brief the emergency exits. It was accomplished before the safety demo but after the main cabin door closed.

## Synopsis

Flight Attendant reported moving passengers around due to COVID-19, but didn't brief the emergency row until after the main cabin door was closed.

ACN: 1748566

## Time / Day

Date : 202006

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Passengers On Board.Number : 350

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1748566

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

For as long as I can remember I've been sending concerns about using small gate rooms with single jetways for the amount of customers. Boarding is organized chaos! Not enough room for over 350 passengers, overlapping gate room announcements, customers having difficulty finding the right place to stand in line without accidentally or intentionally "cutting" in line to board. Now COVID has reduced the amount of customers but maintaining safe distancing especially deplaning is very challenging. With single jetway and wheelchairs waiting and gate checked strollers, it's not uncommon for disembarkation to come to a stop preventing smooth flow and passengers standing right next to each other and next to FA's standing at each exit door. Having an orderly disembarkation despite announcements (wheelchairs, passengers remain seated, deplaning by rows) doesn't work. Most customers can't wait to get off, especially on longer flights.

## Synopsis

Flight Attendant reported social distancing concerns during boarding and deplaning the aircraft.

ACN: 1748559

## Time / Day

Date : 202006

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1748559  
Human Factors : Time Pressure  
Human Factors : Workload

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Attendant  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

Currently we are required to report X time before departure when out of base for type X Aircraft. Ten minutes later, customer boarding commences. Ten minutes was barely enough under normal circumstances to stow our gear, prep with what we need for flight, check necessary supplies (paperwork, galley needs, etc). Briefing is impossible. Luckily my crew originated couple days ago so no briefing needed. However, if a "new" FA joins us,

they need to be briefed. Now with COVID, it takes me at least 5 minutes to thoroughly clean my area, 10 minutes is not doable.

## Synopsis

Flight Attendant reported the time allotted for the required checks and briefings is not enough.

ACN: 1748558

## Time / Day

Date : 202006

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1748558  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Passenger sitting in 1X was asked several times by myself and two other flight attendants to please wear his mask. Passenger refused to comply and was given a reminder form from the mask kit which he proceeded to throw into my jumpseat at 1Y.

## Synopsis

Flight Attendant reported a passenger refused to wear a mask.



ACN: 1748543

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1748543

Human Factors : Time Pressure

## Events

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Assigned an additional day at the end of my 4 day pairing. This was after very short layovers with days approaching maximum FAR flying time. Pairing had layovers in ZZZ1,

ZZZ2 and ZZZ3, touching ZZZ every day. Upon arrival in ZZZ from ZZZ3 I realized that I would violate (airline's) policy of not knowingly flying fatigued if I continued to ZZZ1. This was cumulative fatigue with at least two contributing factors; arriving at the ZZZ3 hotel at XA00 and being unable to procure food from the hotel or local businesses due to COVID closures; long days and short nights with multiple mid-continent flights. In the morning at ZZZ3 we realized the airplane was through catered and a snack pack was our only nutritional option.

My attention as PM [during] the flight was not up to my normal standards. Then as PM in the terminal area in ZZZ I missed the dog leg to final radio call from approach and had to be called again to receive approach clearance.

Stop building reserve pairings that could not be built as a normal pairing. Reserve pilots deserve the same consideration for rest and fatigue that are afforded to line holders. These are strange time with COVID, but hotels should still be able to provide meals for crew.

## Synopsis

Air Carrier Captain reported fatigue issues while flying as a reserve pilot for a 4 day pairing during the COVID-19 pandemic.

ACN: 1748516

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1748516

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1748520

Human Factors : Workload

Human Factors : Distraction

Human Factors : Confusion  
Human Factors : Communication Breakdown  
Human Factors : Time Pressure  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Anomaly.Inflight Event / Encounter : Fuel Issue  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

East of ZZZ received a reroute to ZZZ1 to pick up the ZZZZZ 1 arrival over ZZZZZ1. We questioned the reason and were told due to staffing issues related to COVID. We tried unsuccessfully to get a more direct route. The new route had us landing at ZZZ2 at 4.5 and we felt this not to be a safe reserve given the circumstances. Captain and I agreed the safe choice was to divert to ZZZ3. I flew and he coordinated with Dispatch for the diversion. At no time did I feel unsafe or knowingly violate any FAR or policy.

I feel that we worked well as a crew to make a safe choice for our passengers.

I feel that if there was knowledge of ZZZ Center having closures there should have been an added amount of fuel.

## Narrative: 2

We departed with a fuel load of 18.8, with an expected landing fuel of 6.3 which included 0:45 reserve, alternate of ZZZ7 0:09, hold of 0:18, and Dispatch added of 0:10. A line of thunderstorms near ZZZ would need to be navigated. Actual landing fuel showed 5.8 as we neared ZZZ. We had begun deviating East of ZZZ when Center issued a new routing from TMU (Traffic Management Unit) of left turn, still landing south. Landing fuel now showed 4.8, I made several requests for a worthwhile shortcut to no avail, and we were told that the delay was due to "staffing shortages". We were still hundreds of miles from destination, incurring a delay that I have never heard of, and am certain that if we are getting delayed this far out there is more to come; Staffing shortages where, ZZZ Center, ZZZ TRACON? I sure didn't know, but was confident the 4.8 fuel number, although might look okay on paper certainly wouldn't hold up. I did not want to get lower on fuel only to find out that the "staffing shortages" had us further delayed and with far fewer options. And it made no sense to get well beyond ZZZ1 airport or ZZZ2 airport just to turn around and land with a similar fuel problem. With a light fuel load and a delay of unknown definition, I contacted Dispatch via crew phone and advised that I did not like this scenario

and would like to stop short for fuel before this develops into a real problem. We agreed on ZZZ3 airport, amended the release, landed, fueled, and went to ZZZ4 airport.

## Synopsis

Air carrier flight reported due to ATC staffing issues the flight would have to be delay vectored. They opted to land at an alternate airport and receive more fuel, then continued on to destination.

ACN: 1748506

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1748506

Human Factors : Communication Breakdown

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1748507  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was pilot flying on Aircraft X from ZZZZ-ZZZ. The whole flight was uneventful and well within standards until the end of arrival/beginning of approach into ZZZ. There was a TFR that was lifted immediately before our arrival which I suspect complicated sequencing for ATC. We were instructed to expect a visual approach to XXL and to remain at 8,000 feet on a 290 heading over the southern foothills. This was expected to be a double-downwind type vector to aid in sequencing due to the VIP departure minutes ago. On this heading, abeam the airport at 8,000 feet we were suddenly instructed to fly a heading of 030 and shortly thereafter were offered Runway XY. As part of the in range briefing the Captain and I decided that we would be willing and able to accept a late runway change as long as we could dial up the localizer in time and the conditions were generously VMC. This being the case, we accepted a clearance for a visual approach to Runway XY. Being so high in such tight proximity to the airfield, I immediately selected 3,000 feet for the final approach fix, began a rapid descent and began vectoring us for a stable visual approach. It suddenly became clear that I would need to deploy the flight spoilers to aid in the descent and I did so. This was shortly followed by IB and OB Spoilerons caution message. At this time we were on roughly a 10 mile left base for Runway XY and the Captain was programming the FMS for the ILS XY. I had the XY localizer tuned and verified, so additional guidance from the FMS would serve as an aid to situational awareness. As we recall, we were on approach frequency (XYZ.A) at the time, and were told to contact north Tower on XXB.C. In the task saturated environment, XXB.BC was tuned in error. I managed to get us set up for a stable approach well outside the final approach fix, but being so occupied in this task, I failed to recognize that the incorrect Tower frequency was tuned. I disconnected the autopilot well outside the final approach fix as I deemed it necessary to practice hand flying skills. We continued with a stable approach to an uneventful landing. As we were vacating the runway I realized the frequency error and immediately tuned to XXB.C and notified the Tower Controller that we were vacating the runway. The Controller replied

with "How do you hear this transmitter?" to which I replied "Loud and clear." This error would have made the receipt of a landing clearance impossible, although we unanimously recalled that we were cleared to land. A classic example of expectation bias. We were then issued taxi instructions to the ramp. No phone number was issued and nothing was mentioned about any failure to receive a landing clearance or other inconveniences resulting thereof. We then taxied to the gate and shut down uneventfully.

During these current times we (reserve pilots) are somewhat rusty and, as a result, less able to manage such a high level of task saturation that would otherwise be easily conquered. The factors that contributed to task saturation were: Being left high and close to the airport with tight vectors, the runway change and subsequent FMS programming, IB/OB Spoilerons Caution message, and turbulent/windy surface conditions requiring a high degree of focus on hand flying a stable approach. I struggle to see a viable remedy for this problem besides just flying more, which the current situation may or may not allow soon. The only thing we could have done differently would be to refuse the visual approach to XY and rather continue to XXL as was programmed and briefed. However we both felt comfortable with and briefed that we would be willing to accept a late change to XY. Furthermore, an approach to XXL would have been even shorter, possibly even acting to worsen the task saturated condition. Expectation bias contributed to the possibility of landing without a clearance, it's as simple as that. We both agreed that we were cleared to land, so a review of the tapes would be required to determine the exact nature of the exchange. It seems to me that those of us who haven't been flying recently simply need to re-acquaint ourselves with a newly degraded level of proficiency, and should be increasingly alert of events that could lead to task saturation and the errors that can result.

## Narrative: 2

First Officer was the pilot flying and I was the pilot monitoring. We were flying Aircraft X from ZZZZ-ZZZ. The flight went smoothly until the approach into ZZZ. ATC was busy due to VIP movement. We were initially expecting a visual approach to Runway XXL and to remain at 8,000 feet on heading 290. ATC needed to sequence us due to VIP movement departing the airport. We then were instructed to fly heading 030 to put us on the left downwind for Runway XXL. After this, it became apparent that there was spacing for us for Runway XY so ATC asked us if we wanted Runway XY. I questioned the First Officer during the In-Range Checklist about if he would feel comfortable with a sudden change in runway from XXL to Runway XY. He stated, "Yes." I accepted the clearance from XYZ.DZ for a visual approach to Runway XY, which was close proximity to the runway, but there was adequate spacing to make sure the approach was stable and safe. Tower told us to switch to XXB.CZ. The First Officer selected 3,000 feet in the altitude preselect and we started to get configured to land. He was slightly fast and high, so he decided to use the flight spoilers. Shortly thereafter, the IB Spoilers and IB Spoilerons Caution message appear. We ran the QRH and continued to land. The landing was within standards with no issues. After vacating the runway, the First Officer noticed that we were on frequency XXB.BC and not on XXB.CZ. During the high task saturated environment, the wrong frequency was tuned in error. First Officer selected XXB.CZ and Tower asks us, "How do you hear this transmission?" The First Officer replied, "Loud and Clear." We then were issued taxi instructions to the ramp. Tower and Ground did not provide a phone number for us to call and nothing was mentioned about any failure to receive a landing clearance. We taxied to the ramp to the gate with no issues.

During the current state that we are facing, many pilots including reserve pilots are a little rusty due to not flying. The last time I flew before this flight was two months ago. The First Officer told me in our initial meeting that he hadn't flown for 6 weeks. We were/are



aware that our proficiency level decreases as we are not flying as much. Factors including task saturation, IB Spoilers and IB Spoilerons Caution message, FMS programming, turbulent, windy conditions. I truly believe that if we were flying more, this normal approach would not have been an issue. In my initial briefing with the First Officer I even discussed this and made a point to let him know that I was a newer Captain and hadn't flown for two months. I did complete 90 day currency on [date] in the simulator. Maybe during these times, it would have been better to stay on Runway XXL to decrease workload until a time that we feel more proficient and are flying more. We definitely need to be more aware of how much our proficiency decreases as we are flying less.

## Synopsis

Air carrier flight crew reported landing without a clearance after dialing in the incorrect frequency.

ACN: 1748482

## Time / Day

Date : 202006

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1748482

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

Dealing with COVID for 3 months now and platooning was helping. However, since platooning has ended social distancing has become very difficult and certain people are more cautious than others. I recently found out I have been in contact with someone who was positive (yet I wasn't named) when I went to management I was advised I would hear from HR if I came up in the investigation. The problem is who can remember who exactly and for how long they've come in contact with for 14 days? I am concerned about my health, my family's health and potentially causing harm to those around me. Tables have signage, temperatures are being checked, but at the end of the day we all have to work in close proximity to others. We don't have the tools readily available to prevent spreading the virus. There are no Clorox wipes anywhere, we share room computers, we all touch the same door knobs, we all use the same fridge for our lunch, etc. If Person A tests positive for it, the company is only investigating and notifying people Person A remembers they came into contact with. Then they contact Person B, C, D that were named, However, they don't speak to the people B, C or D came into contact with until B, C and D test positive. So all of the days in between we are constantly out in the open potentially spreading to everyone.

## Synopsis

Ground employee reported concerns with being notified that someone he had contact with tested positive for COVID-19.

ACN: 1748460

## Time / Day

Date : 202006

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : No Aircraft  
Flight Phase:Other

## Person

Reference : 1  
Reporter Organization : Air Carrier  
ASRS Report Number.Accession Number : 1748460

## Narrative: 1

After several tows ramp closed due to lightning. Myself and my partner moved from SuperTug to PAATS (Park At Anytime) due to lightning closing the field. Upon being assigned to PAATS I promptly noticed [aircraft] red tags due to PAATS lights (stop lights on top of truck). I also noticed that the flag pole was damaged and would not allow for me to fly the flag. Upon doing the user check which was not previously done even though it was used to park an aircraft previously. I did confirm that the PAATS lights did in fact freeze up intermittently.

After starting the rotation around the terminal with strobes siren and frozen amber light clearing the rest of the personnel from the ramp (did not get the all call over radio). While doing so I notified Supervisor on duty of the issue and declined parking until I could ensure ramp was clear of personnel. Additionally, I voiced my concern with the lights and was instructed to verbally park via air to ground. This is not a standard procedure. Once I picked up my partner and declared ready to park I reset the lights for the 3rd time I attempted to make contact and was unable. Operations still does not seem to be on the same page and give holding aircraft our frequency. Once contact established PIC was notified of light issues would be parked short and verbal would be the fall back and if any steady light for more than 2 seconds should be questioned.

Additionally, due to COVID the team is staffed short and split between two break rooms. Giving little time to disinfect the cab as previous crew was from a separate break room.

In summary. Ground Support Equipment only one of two PAATS available at this time. Neither fully equipped with lights or sirens. COVID precautions not adhered to (mixing break rooms). Lighter schedule necessitating more tows forcing crews to perform multiple tasks working light due to COVID precautions. Training of back up procedures in the event of inop lights/sirens/radio.

## Synopsis

Ground employee reported problems associated with clearing the ramp during a lightning storm and while parking aircraft.

ACN: 1748455

## Time / Day

Date : 202006

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

Qualification.Other

ASRS Report Number.Accession Number : 1748455

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

Due to this pandemic I'm concerned about me and my fellow co-workers safety due to the fact that we are handling these bags on a daily basis. I understand that it might take time, but our safety comes first cause we all do have families to go back home too. What I like to see is that they spray and wipe down everything including straps.

## Synopsis

Ground employee reported concerns with touching bags on a daily basis and would like the bags to be sprayed to prevent infection.

ACN: 1748443

## Time / Day

Date : 202006

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1748443

Human Factors : Confusion

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Gate Agent / CSR

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings

Contributing Factors / Situations : Procedure

Primary Problem : Airport

## Narrative: 1

Airport authority turned off the lighting in the area for cost cutting measure due to COVID-19 but with our operation needing to use the oversized TC1 for oversized and odd size such as golf bag and such according to established baggage handling equipment and direction from same equipment vendor. Also the oversized baggage belt is used to transport baggage tubs and other inbound transit baggage back to counter to be reintroduce to other baggage belts for induction into the system for TSA inspections and then forwarded to the designated outbound flight pier. I have verbally reported the issue to our local safety committee chairman and he acknowledged that he informed others.

## Synopsis

Customer service employee reported the Airport Authority had turned off the lights in the over-sized baggage for cost cutting purposes during the COVID-19 pandemic.

ACN: 1748435

## Time / Day

Date : 202005

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1748435

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

I understand trying to keep people safe though COVID-19. Has the company looked into the health effects of having employees and customers wear masks for long periods of times including long hours on aircrafts and working in public? Someone would be breathing in their own CO2 for extended periods of time that the body isn't really able to handle. This could drop O2 levels along with other side effects. If someone is practicing social distancing why would they need a mask too. We could be doing harm with this policy even though the company takes advice from CDC and WHO.

## Synopsis

Ground employee raised concerns with the health effects of people wearing a COVID-19 type mask for long durations of time.

ACN: 1748405

## Time / Day

Date : 202006

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing

## Person

Reference : 1  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Dispatch : Dispatcher  
Qualification.Dispatch : Dispatcher  
ASRS Report Number.Accession Number : 1748405  
Human Factors : Communication Breakdown  
Human Factors : Troubleshooting  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Dispatch  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Dispatch  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

Inbound voice calls coming from aircraft SATCOM systems ring to several dedicated inbound extensions. These lines are divided up among several international desks so that one extension will ring at its assigned desk by default. While these are the default settings, any Dispatcher can modify their phone's settings to make any number of the extensions ring to that phone. These modifications will be restored to the default anytime the phone is logged out.

While working the charter desk, I set up my phone to monitor all of the inbound SATCOM lines. Throughout the shift I noticed multiple inbound calls ringing with nobody picking them up. Each time I would pick up the call and transfer it to the appropriate Dispatcher.

The reason the calls were going unanswered was that no other dispatchers were monitoring these extensions. Many of the desks that have been closed due to COVID-19 are desks that normally monitor a SATCOM line. I advised the Chief Dispatcher that the

SATCOM lines need to be reallocated to the desks that remain open so that they can be continuously monitored. He advised me that this would have to be done by a Person X via coordination with the phone support specialists. The chief advised Person X that this needs to be done. In the meantime we have no official procedure to monitor these phone lines. I continue to monitor the lines during my shift and advise others to do the same.

The Chief Dispatcher did advise me that when calls go unanswered, they eventually forward to the Chief desk. While this is a good fallback option, it causes unneeded delay for crews that could be calling with urgent needs.

## Synopsis

Dispatcher reported problems with the SATCOM lines going unanswered due to COVID-19 staffing levels.



ACN: 1748404

## Time / Day

Date : 202006

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

## Person : 1

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1748404

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1748418

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Dispatch

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Procedure  
Primary Problem : Company Policy

## Narrative: 1

I received an email from my relief [name omitted] that MEL XYYYYZ was added to Aircraft X. I was not aware of this MEL was added to the leg ZZZ/ZZZ1 or subsequent legs and do not recall a call for it's deferral however it was a cluster for the first hour of my shift!

Upon signing into position, I called Mids Dispatcher to get a brief for my AM shift and had 3 leg charter to flight follow also a 2 leg with only 1 release that needed to be sent.

Originally I signed to work [position 1] however was advised that [another positions] desk was the only one that works for [position 1] flights so I proceeded to sign out of [other position] and re-sign into [position 1]. Upon signing in, I had problems with all my applications including my email, applications not working, system kicking offline, and phone issues. (ringing but no one on other line). I had an IT Rep at my desk for at least an hour to help me spool up the desk.

I flight followed [three flights] to their station and did receive a call from Crew of [flight] ZZZ1-ZZZ2 to possibly leave early. (which I set up with FBO in ZZZ2 and advised manager). I do not recall MEL XYYYYZ was added for aircraft. I did again have system kick offline a few times throughout my shift and the manager even walked over to my desk to ask if I was having issues with the system.

I found out (from my afternoon relief) that Captain called and was conferenced with Maintenance Control. They found that MEL XYYYYZ had been automatically added to the maintenance release after aircraft landed in ZZZ1. (due to the aircraft coming out of storage and limited to Autoland limit land II) The Captain said he overlooked the carry forward items and missed that this MEL was added. I myself did not re-release the subsequent flights and both flights took off without the correct MELs XYYYYZ on release. (had I received a call from Maintenance Control, I could have verbally added MEL to release, added a note, brief my relief upon shift change and/or amend the releases).

This is an unusual situation because we typically do not bring planes out of storage and MELs are not usually automatically applied after a landing.

## Narrative: 2

This is a series of charter flights starting with:

Flight ZZZ ZZZ1  
Flight ZZZ1 ZZZ2  
Flight ZZZ3 ZZZ

Shortly after signing in, Flight ZZZ3-ZZZ blocks out of and I get an alert stating "no new release since MEL change. I investigated the MELs and found that MEL XYYYYZ was added after release 1. I tried to stop the crew but could not reach them in time before takeoff. After takeoff I re-released the flight and informed the crew.

After landing the Captain called me, we conferenced with Maintenance Control and found that MEL XYYYYZ had been automatically added to the maintenance release after Flight X landed in ZZZ1 due to the aircraft coming out of storage and limited to Autoland limit land II. The Captain said he overlooked the carry forward items and missed that this MEL was

added. The Dispatcher did not re-release the subsequent flights Y or Z and both flights took off without the correct MELs on release.

## Synopsis

Dispatchers reported problems with taking an aircraft out of storage and an associated MEL that was not applied before takeoff.

ACN: 1748383

## Time / Day

Date : 202006

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase.Other

## Person

Reference : 1  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Experience.Flight Crew.Total : 8840.77  
Experience.Flight Crew.Last 90 Days : 37.62  
Experience.Flight Crew.Type : 8840.77  
ASRS Report Number.Accession Number : 1748383

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

A pilot report was sent to the company concurrently with this report concerning the non compliance of passenger seat 1B xxx for refusal to wear a facial covering. Numerous announcements were made, however; neither passenger removal or Security Level threats were made given the "non compliance." The flight attendants correctly initiated a report after numerous warnings and announcements, however; no further action was taken other than to inform Dispatch.

## Synopsis

Air carrier Captain reported a passenger was non-compliant with wearing a face mask during the flight.

ACN: 1748376

## Time / Day

Date : 202006

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Ferry / Re-Positioning

Flight Phase : Taxi

## Component

Aircraft Component : Generator Drive

Aircraft Reference : X

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 4410

Experience.Flight Crew.Last 90 Days : 28

Experience.Flight Crew.Type : 1970

ASRS Report Number.Accession Number : 1748376

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Confusion

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Detector.Person : Flight Crew

When Detected : Taxi  
Result.General : Maintenance Action  
Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Aircraft

## Narrative: 1

We were scheduled for a ferry flight from ZZZ - ZZZ1 at XA00 local. Due to our current situation, I have not flown a lot lately, and as a new Captain, have not done a ferry flight. I showed up early, as there are extra things to do on a ferry, and my FO was DH and not scheduled to land until 40 minutes prior to our scheduled departure. I had contacted him the day before to say we would meet at the aircraft.

I called Dispatch to check whether this was a repositioning ferry or a maintenance ferry, because the release just said ferry and there was a log entry saying it required a maintenance action. Dispatcher told me that it was just a repositioning flight. I went to the aircraft and cleaned, performed the initial preflight and checked all the switches (finding several things out of place) and circuit breakers. I initialized the ACARS and started my preflight flow. When I checked the last maintenance release form it was dated [date].

While I was loading the FMC the printer started sending a quite lengthy maintenance ferry document, and at some point after that a mechanic came in. He talked about the lengthy maintenance ferry document and I asked to verify it was a maintenance ferry and he said yes because the aircraft had 2 checks that were overdue. He discussed with me that there were no maintenance items that would affect the operation of the aircraft. He also let me know the aircraft had been in storage since the last flight. I called Dispatch back to let her know we were a maintenance ferry, and asked if it needed to be on the release as such. Dispatcher thanked me for keeping her in the loop and said no it didn't, and we were good with the release as is.

As I started through the maintenance ferry document my FO showed up. I told him to get settled and I would catch him up on where we were. I said I had just started to go through the maintenance ferry document and it was going to take some time; it was 1X pages, out of sequence, and interspersed with things I had printed. I thought the ACARS copy had to be in the book also. There were a lot of major systems that had been disabled and circuit breakers pulled and reset, and I didn't want to rush through, needed to make sure everything had been signed off.

He expressed concern that we were not going to get out on time and that his DH ZZZ1-ZZZ2 was the last flight that day. He was a little upset that they had called him to fly all the way from ZZZ2 to fly a 1 hour flight on his last day of reserve. I said we would try our best, but the aircraft had just come out of storage and we needed to be thorough; this and the flight being a ferry flight were operational threats. He went back to check the cabin for ferry items. The agent closed us up and the FO armed the doors, and I went to check them as well. We got all our tasks completed and did push late. Pushback and start were normal, we did the after start and I asked for taxi clearance. Then the R Gen Off EICAS message came on. I asked him to tell Ground Control that we had a maintenance item and

needed to run a checklist, and to run the Gen Off checklist. He talked to Ground as he got the checklist, and just then we lost all electrics. I tried to start the APU but it would not start.

Both engines were running, both generator switches were on, but we had only battery power. We decided to return to the gate, and the FO told Ground. He asked Ground if we were ok there for a few minutes, they said yes. Then he called operations to tell them we were returning to the gate.

We also noticed the aircraft shaking, but only had backup engine instruments and could not check the vibration indications as all screens had gone blank. I had thought it was wind but looking outside, there really wasn't much. Standby instruments looked good. There was a delay while operations said they were deciding where to put us, and I heard him say we wanted to go back. After that he told Operations something along the lines of, "well then, we are a priority handling aircraft." I did not ask to get priority, nor was I asked if that was what we should do. I didn't feel we were ever in danger, and the FO subsequently told me that he said that he did it, so we could get our gate back because our screens had failed. I believe part of the issue was time pressure to get home.

Not being sure what was going on with the aircraft, we chose to shut down the engines to be on the safe side. It may not have been necessary at the time, but we were right by the gate and there was no traffic that we were blocking. I thought about running the checklist and getting a gen back, but with the aircraft shaking also, decided against it. I told ground what we were doing, and called operations for a tow in. Ground asked if we needed anything and we declined. No equipment was requested, no assistance received.

Maintenance subsequently replaced the right GCU but could not find a reason why the left gen dropped off also. They said the APU had a fault, which they cleared. They said the shaking was simply due to the aircraft being so light, no cargo, passengers, galleys, and not a lot of fuel, with the engines running. It was unlike anything I had felt before, but we were only 153,000 lbs, and I have never been that light, but they said that is what happens when they run engines with empty aircraft.

They started both engines to see everything was normal and test the electrics and power transferring. APU started normally, engines were fine, and electrics fine except that the right gen needed to be cycled to get it to come online. As I was asking one mechanic about that, as it was not normal, they were shutting down. They restarted the right engine to check it again, and this time the gen came online normally. They said sitting for a while may have been the cause of the some of these issues, but all was operating normally now.

We got the aircraft ready to go, waited a while for a new release form, and flew to ZZZ1 uneventfully.

I'm concerned about the priority handling, and to Operations, not ATC. It was busy but I feel I should have rescinded that.

## Synopsis

Air carrier Captain reported experiencing mechanical problems after pushback resulting in a return to gate.

ACN: 1748340

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 22000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Widebody, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 1284.98

Experience.Flight Crew.Last 90 Days : 40.07

Experience.Flight Crew.Type : 55.75

ASRS Report Number.Accession Number : 1748340

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy



Detector.Person : Other Person  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

We apparently flew 3 flights with this aircraft where both the pilots and Dispatch were unaware that the aircraft's CAT 3 status had expired. Aircraft was taken out of storage for this trip. Releases for all three segments were signed before the first flight, and there was no indication in the log history or the first maintenance release that CAT 3 had expired. On touchdown at ZZZ, the maintenance system "auto-generated" a fault record, and then automatically issued a deferral. We were unaware that this had been entered into the electronic logbook, and must have missed it in the review of the maintenance release for the next (ZZZ-ZZZ1) segment. Dispatch discovered this after we pushed on the last segment (ZZZ1-ZZZ2), but was not able to contact us via ACARS, until after we were airborne. I called dispatcher after landing ZZZ2 to try to figure out what happened, and he looped Maintenance Control in for additional information. Weather was severe clear at all stations, and I am high minimums anyway, so safety was not compromised by not having CAT 3. The phase of flight/occurrence information above was where we were first informed of the issue by Dispatch.

## Synopsis

Air carrier Captain reported flying three flights in an aircraft with an expired CAT III status.

ACN: 1748315

## Time / Day

Date : 202006

## Place

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Landing

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 12249

Experience.Flight Crew.Last 90 Days : 86

Experience.Flight Crew.Type : 12249

ASRS Report Number.Accession Number : 1748315

Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

The covid crisis and schedule reduction has caused many pilots to become non-current. In the previous six weeks I have flown with numerous FOs who have not flown in more than 75 days. Two were current because their 9 month recurrent training counted as the 3 required landings in 90 days.

The additional workload that this places on the other pilot due to increased awareness and vigilance is unsustainable. Landings in particular are mostly unsatisfactory and in one instance unsafe. I recommend that every pilot that has not made a landing in the actual aircraft in more than 75 days be required to fly with a line check airmen. The lack of proficiency is not the pilot's fault, but due to the current environment of reduced flight time.

## Synopsis

Air carrier Captain reported that many of the first officers he flies with are not current, especially in the landing environment.

ACN: 1748311

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 3225

Experience.Flight Crew.Last 90 Days : 39

Experience.Flight Crew.Type : 3225

ASRS Report Number.Accession Number : 1748311

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 104  
Experience.Flight Crew.Last 90 Days : 13  
Experience.Flight Crew.Type : 104  
ASRS Report Number.Accession Number : 1748365  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

While briefing the PDC neither of us saw the change to the departure procedure. The Captain was the flying pilot and briefed the procedure and I was monitoring and also missed the change. While on departure ATC gave us a "direct to" which we didn't see the waypoint in the FMC and told ATC that we didn't have it on our plan. They gave us a reroute and everything was fixed as far as they were concerned. We discussed the occurrence in our debrief of the departure and realized that we had both missed the change.

## Narrative: 2

I'm writing this to report that I unintentionally missed the revised segment that was given on our PDC. The revised segment changed the transition point and initial routing. I briefed the departure and missed the revised segment. It's totally my fault. I attribute it to being rusty. This was my first time flying since April and was out of my normal routine.

## Synopsis

Air carrier flight crew reported they unintentionally missed the revised route segment given in their PDC.

ACN: 1748303

## Time / Day

Date : 202006

## Place

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1748303

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

The current schedule reduction and reserve staffing levels have increased the number of pilots who are non current or are within several days of non currency, due to landings.

Most of my one day pairings have been with pilots who have not flown in over 75 days. The additional workload that this places on the other pilot is very high and at times unsafe. When flying 3-4, one day pairings in a row, the increase in fatigue and stress due to the required additional awareness and vigilance is unsustainable.

This issue is not the fault of any pilot, but by the rules and operating environment we are currently in. Most of the reserves are proficient in procedures and systems knowledge, it is the approach and landing phase where their lack of proficiency is evident.

I recommend that any pilot who has not flown in more than 75 days be required to fly the first leg with a line check airmen.

## Synopsis

Pilot reported an increase in the number of pilots who are non current due to the current schedule reduction and reserve staffing levels.

ACN: 1748283

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Aircraft : 2

ATC / Advisory.Tower : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 10

ASRS Report Number.Accession Number : 1748283

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Ground Conflict, Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Issued New Clearance

## Assessments



Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

I'm working LC-X Runway XXR, XXL (closed), XY. Arrivals to Runway XXR only. At some point I was told I would be getting departures and a normal split (meaning I would be departing all south and east bound departures). This seemed like a bad idea as they were light departures for YYL, the departure only that doesn't ever have to be crossed. This next part is not operationally significant but relevant. Because of the fear of COVID-19 I responsibly self distance and work as far from anyone else as I can. I moved to work from the LC-XX position to lessen my distraction for fear of infection and as this was about to get complex I needed to. I was then instructed to depart and arrive Runway XXR at this time there are no longer any departures for YYL the departure only Runway. The space between my Runway XXR arrivals is too small to get but one departure out. I told my departing aircraft to expect a 10 minute delay (ended up being 18 minutes.) I felt pressure to depart in the small gaps to try to save this mistake however it simply couldn't be done without having a plethora of deals. In addition working the position from LC-XX was a different perspective then I'm used to working LC-X from and didn't make this any easier even though moving to LC-XX was my decision.

These are strange times no doubt and complexity to operations because of the Coronavirus is just going to be a new thing that reporting is going to get whether its your responsibility to hear such complaints or not. As the airlines attempt to increase operations more positions will have to be opened and it's our mission to put the operation first but we shouldn't open them just because you don't want to have to many people on break.

Short answer: Runway YYL should have remained the only departure Runway.

## Synopsis

Tower Controller reported a "plethora of deals" due to working with small arrival holes and not using the designated departure runway.

ACN: 1748282

## Time / Day

Date : 202007

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 17000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Make Model Name : Small Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Route In Use : Vectors

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 16

ASRS Report Number.Accession Number : 1748282

Human Factors : Communication Breakdown

Human Factors : Workload

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

I was the R-side Controller. There were no other controllers available to assist at the sector due to COVID staffing levels. I was told that my sector was yellow on the board that at one point I was RED.

There were many divers from ZZZ to ZZZ1 (due to weather) that were handed off vertically separated all going to the same fix. Meanwhile there were more than 10 aircraft already going into ZZZ1. There were at least 3 aircraft coming into ZZZ1 from the west and automatic releases were ON at ZZZ1. ZZZ1 Tower was sending ATIS information through on GI (General Information) messages instead of calling, so I did not have current ATIS information. Additionally, I was working the ZZZ departures out the west gate, while creating a sequence for the ZZZ1 arrivals. At one point I told an aircraft they were number 9 in the sequence of the aircraft I had, with more coming.

Aircraft Y had departed ZZZ1, cleared ZZZ's airspace and I climbed the aircraft to 170 for overhead traffic inbound to ZZZ1. To pull the aircraft away from the arriving ZZZ1 traffic I put Aircraft Y on a heading of 090. As the aircraft made the turn, they started flashing with the aircraft diverting from ZZZ to ZZZ1, Aircraft X. Aircraft Y was already out of 159 when the flashing started. I had a 3 mile bubble up and tried to turn Aircraft X to a heading of 270. He questioned me because I inadvertently told him the turn was for his climb. Once I clarified it was for traffic, he read it back and turned. It was not enough to keep them 3 miles separated. At that time, I was trying to call the traffic, but the aircraft were calling it instead. In hindsight, I should have given Aircraft Y a heading of 070 to send him more northeast bound and only climbed him to 160.

Additionally, I violated ZZZ's airspace. But called with a late point out, putting me further behind the power curve.

There was so much going on and so many aircraft, I was unable to see the traffic prior to the conflict alert going off.

Shoving the diverting aircraft out into an already congested area was horrific. I could not communicate to anyone in the area to let them know what I needed or what might help due to the fact that I did not have a break in transmissions to convey any concerns. With the help of a D-side we could have called ZZZ to coordinate something different.

This was in the last hour and a half of my shift on the last day of rotations.

As the aircraft were diverting from ZZZ to ZZZ1, with the volume, they could have been taken out to the west to be sequenced with the aircraft already inbound to ZZZ1. They could also have been taken out of ZZZ to the east to be sequenced with aircraft already inbound from the east.

At one point I had to put an aircraft in holding.

During "normal" operations, we are directed (Supervisors and CIC's) to staff a RED sector with a D-side. The fact that everyone in Area 1 has worked RED sectors many, many times since the COVID staffing has been in effect, is ridiculous. When did compromising the safety of the NAS become second priority?

The amount and complexity of the traffic warranted having a D-side for a second set of eyes. There was no one available to step in to help. We were staffed with 6 people, during one of the top 5 busiest weeks in Area 1. I know there were 5 sectors open and that people had been on sectors for more than 2 hours throughout the day. 5 sectors and 1 person on break. That's just math as to how often you would be offered a break.

I had spoken to our supervisor and our union rep letting them know that the amount of traffic and the staffing were not appropriate and it was unsafe.

I expressed my concerns about the lack of staffing with our union rep. He dismissed my concerns.

## Synopsis

Center Controller reported being overloaded with traffic, MAP [Monitor Alert Parameter] was in the red, having a loss of separation, and an airspace violation due to COVID-19 staffing.

ACN: 1748275

## Time / Day

Date : 202007

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZDC.ARTCC

State Reference : US

Altitude.MSL.Single Value : 14500

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZDC

Make Model Name : Medium Large Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : VFR

Flight Phase.Other

Airspace.Class E : ZDC

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZDC

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Climb

Airspace.Class E : ZDC

## Person

Reference : 1

Location Of Person.Facility : ZDC.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 16

ASRS Report Number.Accession Number : 1748275

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Took Evasive Action

Result.Air Traffic Control : Provided Assistance

Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

Aircraft X was doing VFR air work in the vicinity of MOL VOR at FL145. He was maneuvering in the area of Aircraft Y who was climbing out of FL140 to FL190 direct LDN. I attempted to reach Aircraft X a few minutes prior to the event occurring with no response.

When it became apparent that the traffic was [now] head on, I gave a 30L turn to Aircraft Y. After giving that turn Aircraft X reported he was responding to an RA and I saw him descend. Standard separation was quickly attained by the actions of Aircraft X.

Workload and frequency congestion was a factor at the time. I was working 6 sectors. The sectors should have been split or a D-side would have been helpful.

## Synopsis

ZDC Center Controller reported a loss of separation between two aircraft while working 6 sectors.

ACN: 1748229

## Time / Day

Date : 202005

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Phase : Parked

Maintenance Status.Maintenance Type : Scheduled Maintenance

Maintenance Status.Maintenance Items Involved : Testing

Maintenance Status.Maintenance Items Involved : Inspection

## Component

Aircraft Component : Transponder

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1748229

## Person : 2

Reference : 2

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Lead Technician

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1748230

## Person : 3

Reference : 3

Function.Maintenance : Technician

Qualification.Maintenance : Airframe

Qualification.Maintenance : Powerplant

ASRS Report Number.Accession Number : 1748231

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Maintenance  
When Detected : Routine Inspection  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Procedure  
Primary Problem : Chart Or Publication

## Narrative: 1

I was assigned the task of "Drain Flush and Test Pitot/Static circuits" on Aircraft X as outlined in Job Card #XXXX. I accomplished this task while working with Technician B and Lead Technician at Hangar X in ZZZ. We accomplished this task in accordance with the procedures found in the Job Card #XXXX.

The Job Card failed to ensure that the Mode S Transponders were disabled preventing test altitudes from being transmitted.

Revise the Job Card procedures to include steps to prevent Mode S Transponders from transmitting test altitudes.

[Task was related to aircraft] storage [related procedures].

## Narrative: 2

[Narrative contained no additional information.]

## Narrative: 3

[Narrative contained no additional information.]

## Synopsis

Maintenance technicians reported that while performing a test of the pitot/static system on an aircraft, the job card failed to ensure the Mode S transponders were disabled.



ACN: 1748223

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Medium Large Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1748223

Human Factors : Troubleshooting

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

As I was securing up the aft galley, the smoke detector started to sound. I knocked on the aft lavatory, as there was a passenger using it. "Are you ok?" I asked. " Yes. But what's that sound?" She replied as a big plume of smoke/vapor came toward me when she opened the door.

[I pointed out that] smoking on an aircraft is a federal offense. So you really don't want to do that. I checked the waste receptacle and the shelves above it. As well as the toilet bowl, sink, and the little cupboard that holds the toilet paper and Kleenex. All clear. It

didn't smell like tobacco.

I asked the passenger if it was an e-cigarette, she said yes. I let the CA know what happened so he could handle it on his end. The passenger seemed totally taken aback that smoking wasn't allowed on planes and kept repeating that she didn't know it wasn't allowed.

Also wearing the personal, disposable face mask made it hard to smell the smoke/vapor plume that came out of the bathroom. That's why I asked her if it was an e-cigarette. Since I didn't see any smoking device/paraphernalia.

As helpful as the personal face masks are for filtering out bacteria and viruses, it's difficult to make out scents fully. But since it was an exhalation of vapor from an e-cigarette it's not like I want to take off the mask to be able to identify the smell due to COVID concerns. That's why a thorough search for any burning or foreign material was done along with asking what she was using.

## Synopsis

Flight Attendant reported that the smoke detector alarm was triggered by a passenger smoking an e-cigarette in a lavatory. Flight Attendant stated that wearing a personal face mask made it hard to smell the smoke/vapor plume to determine whether the smell was due to an e-cigarette or other burning material.

ACN: 1748208

## Time / Day

Date : 202006

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1748208  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : In-flight  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Company Policy

## Narrative: 1

The company currently requires Flight Attendants to wear masks on the jumpseat for taxi, takeoff, and landing. It is unsafe. I was sitting on the jumpseat doing my 30 sec review on taxi-out. The cabin was hot and I realized that if I had to suddenly start shouting commands that I probably would have hyperventilated and passed out. The passengers are having enough trouble hearing and understanding us during regular conversation. I

may not have the opportunity to remove the mask while trying to do my job in an emergency situation. Flight attendants are constantly complaining that their glasses are fogging up or the mask is hindering their vision. Depending on the type of mask being worn and how secure it is to the face it could get pushed up over the eyes, sucked into the mouth, or slip down and tighten around the neck. We are not currently sitting 2 on a jumpseat which means the flight attendant in the front row is already shouting at a wall. We are already physically separated during taxi, takeoff, and landing. We should not be required to wear the mask when we are secured at these times.

## Synopsis

Flight Attendant reported problems associated with wearing the required COVID-19 type mask while performing duties.

ACN: 1748186

## Time / Day

Date : 202006

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1748186

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Dispatch

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Chart Or Publication

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

For all of the ZZZ crossing flights Continent X to US on this date, I used ZZZZ as an ETP and ETOPS airport...there was a NOTAM pertaining to COVID which limited the hours of operations. I simply missed this fact. It was buried within the NOTAM and the NOTAM talks about ARFF status, so I scanned over the operational hours part of the NOTAM.

The operational hours which the NOTAM referred to were buried within the NOTAM about ARFF CAT status. I simply missed it.

Suggestions: Fully reading through all pertinent NOTAMs prior to dispatch.

## Synopsis

Dispatcher reported not reading a NOTAM completely caused problems relating to limiting the hours of operations at a foreign airport.

ACN: 1748156

## Time / Day

Date : 202006

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Medium Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1748156

Human Factors : Distraction

Human Factors : Fatigue

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1748157  
Human Factors : Workload  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Confusion  
Human Factors : Communication Breakdown  
Human Factors : Fatigue  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Taxiway  
Anomaly.Ground Incursion : Runway  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were on the ramp, ready to depart and I asked for taxi clearance. We received taxi instructions to Runway XX via [Taxiway] X, Runway XR approach, [Taxiway] Y. It was not clear to me how this pathway would look like as the taxiways and runways are intertwined in that area. The Captain copied the clearance and proceeded to taxi. We had Runway XYL set in the FMS and therefore, the Captain asked for runway change checklist. I set the new heading and was programming the FMS when I heard Tower asking us if we were taking Y. I realized the Controller was prompting us of a wrong turn or position on the airport. We stopped, I looked up and saw we were very close to the edge of Runway XX, I could not see the hold short lines and I assumed they were behind us. At that point, we both acknowledged we were on the Runway XX instead of Taxiway X. The Controller gave us new taxi instructions to back taxi on Runway XX, Z, Y to Runway XX at X. We continued on and had an uneventful flight.

In retrospective, I should have asked for clarifications about our taxi path and pay attention outside the plane when crossing complicated intersections and runways.

## Narrative: 2



I was the Captain on Flight ABCD from ZZZ to ZZZ1. We were already delayed by about one hour while Maintenance was working on writing up an MEL for a Wing A/I Fault message. Once that was complete we pushed and had to go through a long MEL procedure after start before we could taxi. We then called for taxi and ATC gave us instructions to Runway XX at X via Y XYR approach Z. We had originally planned for Runway XZL so we had to do a runway change. I proceeded to taxi onto Y and cross the XYR approach instead of turning right on XYR approach, and had misinterpreted the taxi chart. At the time the FO was extremely busy working on setting up the aircraft for the runway change. As soon as I crossed the XZR approach and cleared I had realized I had made a mistake and had inadvertently crossed the hold bars for Runway XX as well and stopped the aircraft short of the actual runway. At the same time ATC asked if we were on Taxiway X. I immediately responded and said we had taken a wrong turn and apologized. ATC then gave us a new taxi clearance to back taxi on Runway XX then taxi M to Z to Runway XX at X. We continued taxiing and completed the flight with no other issues.

There were many factors at play as both I and the FO were on our second leg of the trip and had not flown for a couple of months. We were delayed with maintenance and had the long MEL procedure to do after we pushed, we then got distracted with the runway change, so we were extremely busy. This is no excuse but a reminder that I need to make sure to slow down and make sure everything is done correctly. There was also a lack of communication between I and the FO as I should have made sure the FO understood our taxi clearance before proceeding. I have included a satellite view of the area on taxiway Y where the XYR approach clear bars and Runway XX Hold bars are (which are very close together) which is where the incursion took place. Airport signage and/or marking improvement may help prevent other events like this in the future. Ultimately I made the mistake and will definitely slow down and not rush and make sure everyone is on the same page in the future.

## Synopsis

Air carrier flight crew reported experiencing a runway incursion during taxi and cited several factors including a runway change and communication issues.

ACN: 1748126

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 21

Experience.Flight Crew.Type : 1452

ASRS Report Number.Accession Number : 1748126

Human Factors : Distraction

Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

### Narrative: 1

After pushback and engine start, my before taxi was interrupted when I noticed the squawk was not inputted. I left the flow to enter the PDC and retrieve the code. I had some difficulty with the box, and it took longer than expected. Once the code was retrieved and entered, my concentration was interrupted by ground movement off our right wing that I was monitoring. Then Ground asked us if we were ready to taxi and I said yes. Once taxiing, we saw that the flaps were up. We stopped short of the runway and accomplished the flow checklist and looked for other errors we could have missed. I was definitely rusty having not flown much in the previous 30-90 days. So, finish a flow, accomplish the checklist, and slow down when things are busy.

### Synopsis

Air carrier First Officer reported taxiing out to the runway and finding items were missed during their before taxi flow checklist.

ACN: 1748102

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 2000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Corporate

Make Model Name : Light Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Airspace.Class D : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Flight Instructor

ASRS Report Number.Accession Number : 1748102

Human Factors : Distraction

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Automation : Aircraft TA

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

### Narrative: 1

Did not turn right over the ZZZ VOR as SID required due to traffic conflict on TCAS. Was having difficulty climbing at ISA +19 (weight and temp). Communication difficulty due to wearing mask (COVID-19). Traffic appeared to preclude turn on SID cause of inability to climb due to ISA + 19.

### Synopsis

Pilot reported not being able to turn as required by the SID because of traffic.

ACN: 1748019

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1748019

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1748022

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight  
Result.Flight Crew : Rejected Takeoff

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

While beginning the initial takeoff roll the FO pressed TOGA and we quickly realized the autothrottles had not been armed. We had a very quick discussion of whether or not the before takeoff checklist had been accomplished. Since I always arm the autothrottles during the before takeoff checklist and there was doubt on the checklist being accomplished I made the decision to reject the takeoff and taxi back. We were at taxi speed when this occurred and normal braking was used to exit the runway. We taxied clear, accomplished the checklist and continued the flight as normal. Contributing factors were thunderstorms in the area, a new ATIS and two runway crossings during the taxi.

The decision to reject the takeoff and make sure the checklist was completed was the safest course of action. I usually check the autothrottles are armed when we receive the takeoff clearance, but didn't this time due to the distractions previously listed. One of the things that always gets covered during the brief these days is the lack of proficiency and the need to be extra vigilant. This event is a good example of that.

## Narrative: 2

As we took to Runway XXR for takeoff in ZZZ, we noticed that the autothrottle was not armed. We questioned whether we had completed the before takeoff checklist. Since it was the safest thing to do, we decided to discontinue the takeoff to run the before takeoff check. It was technically an aborted takeoff, but we never brought the power above 40 ish percent and we never got over a brisk taxi speed, maybe 20 knots. We had to taxi up to Runway YYL to exit so we didn't apply any brakes.

We had several distractions. We were watching thunderstorms on the radar. We crossed two runways and we had a last minute ATIS. Also with the reduced schedules, we don't fly as much any thus tend to carry a little more rust. The antidote is to slow down and take your time.

## Synopsis

Air carrier flight crew reported being distracted and not arming the autothrottle prior to departure resulting in a rejected takeoff.

ACN: 1748014

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 15000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1748014

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight



Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

There were numerous abnormalities prior to takeoff. COVID-19 procedures were in progress. Crew and passengers were required to wear masks. I had a line check scheduled for the ZZZ1 - ZZZ return flight and the Check Airman was deadheading on the ZZZ - ZZZ1 flight. The First Officer had under 100 hours and was assigned to this trip to progress toward consolidation. Upon arrival at the aircraft at the start of the day, I noticed one of the windshield wipers was not parked correctly. It was angled onto the right windshield. I turned the windshield wipers on, then off to get them to park. The left wiper parked but the right wiper would not turn off. It ran continuously though the wiper switch was selected off. I called maintenance, made a maintenance write-up in the electronic maintenance log, and a mechanic came to address that issue. Just as the mechanic completed his work and the wipers were working properly, I went to the gate Agent to tell her we were ready to begin boarding. She told me that she had just made a gate change announcement. That is when I found out that we were going to switch to another aircraft. I called the Dispatcher and asked if we could keep then first aircraft. The Dispatcher called the system controller and that request was denied. The other crew members and I relocated to the new aircraft. The replacement aircraft had no APU, no external air hooked up, and was heat-soaked. The outside air temperature was in the mid 80s. The temperature inside the aircraft was 100 deg F. The aircraft also needed to be fueled. In addition to the normal workload, I was busy with managing the cabin temperature, requesting fuel, briefing the First Officer on how to do an external air start and cross-bleed start, briefing the ground crew on the abnormal start procedure which would be conducted with the jet bridge attached and the main cabin door open, and making passenger announcements at the gate and in the aircraft to apologize for hot cabin, the delay and to provide an updated arrival time.

After over an hour delay, we were pushed back from the gate. We performed a cross-bleed start and a taxi checklist. Then a PITCH FEEL FAULT status message appeared not the CAS stack. I called maintenance and they guided me through a reset procedure that involved pulling 4 circuit breakers, waiting, and then resetting them within 5 seconds to make the aircraft perform an enhanced self-test of the flight spoilers control unit. That procedure cleared the message and we began to taxi. We were assigned a different runway than the one we planned so we completed a full Runway and Performance Change Checklist after updating the FMS and performance data. The rest of the taxi and takeoff were normal. While climbing out of ZZZ airport, we were restricted to 250 kt by the ZZZZZ departure. We were passed from ZZZ departure to ZZZ Center as we passed 10,000 feet on the way to 15,000 feet. I changed radio frequencies, as I was pilot monitoring, and made the 10,000 feet sterile cockpit ending chimes.

The Center frequency was congested with the Controller giving instructions to other aircraft. I commented to the FO that "the hard work was over." By that, I meant that the numerous abnormalities were behind us and we could now perform a normal flight. Then

my attention went to trying to get my radio check in on the center frequency. The autopilot was engaged climbing through 12,000 feet. I wanted to check in on the radio and receive a higher climb clearance before we reached 15,000 feet so the autopilot would not capture 15,000 feet but I was not able to because of frequency congestion. As the autopilot began to capture 15,000 feet, the First Officer changed the speed bug from 250 kt to 290 kt and I acknowledged it. This speed increase is in accordance with our SOP, however; we were still speed restricted by the SID. The aircraft accelerated. I was still listening to the radio with my finger ready on the transmit button. As the speed reached 280 kt I recognized that we should still be at 250 and I told the FO. He began reducing speed and he bugged 250. At that time I was able to check in on the radio and requested normal speed. We were given normal speed by the Controller. The speed was still around 280 and the FO bugged 290 and accelerated to 290. There was about 30 seconds between when our speed exceeded the restriction and when the restriction was lifted. The Controller did not acknowledge that we had exceeded 250. No other outcome arose from the momentary speed excursion. During the debrief, the FO stated that he had heard the controller assign normal speed to another aircraft and thought that we had received the normal speed clearance already.

The cause of the event was distraction. I was focused on communication and did not put enough attention on monitoring the PF. Though the acceleration would be normal on any other flight, we were speed restricted by the SID, so it was not appropriate. The FO having low time in the aircraft and at ZZZ may have been a contributing factor. The numerous abnormalities that we experienced prior to takeoff may have been a distraction as well. I was thinking about all the unusual things that happened prior to takeoff and beginning to analyze what we could have done differently.

Aviate, navigate, communicate prioritization for the pilot monitoring would mitigate this problem. The last 1,000 feet of climb or descent before a level off is a critical phase of flight and an area of vulnerability. It is appropriate to delay communication with ATC during that part of the flight. There is a desire to make the flight smooth, limit the level-off and thrust changes for passenger comfort. That should not be allowed to create a distraction that can lead to a SID-assigned speed deviation.

## Synopsis

Air carrier Captain reported after a mechanical issue, switching planes and a lengthy delay; they had a speed deviation on the departure SID.

ACN: 1747998

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1747998

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person : Repair Facility

Reporter Organization : Air Carrier

Function.Maintenance : Lead Technician

Qualification.Maintenance : Airframe

Qualification.Maintenance : Powerplant

ASRS Report Number.Accession Number : 1748042

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Maintenance

## Person : 3

Reference : 3

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1748170  
Human Factors : Confusion

#### Person : 4

Reference : 4  
Location Of Person : Repair Facility  
Reporter Organization : Air Carrier  
Function.Maintenance : Lead Technician  
Qualification.Maintenance : Airframe  
Qualification.Maintenance : Powerplant  
ASRS Report Number.Accession Number : 1748039  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Maintenance  
Communication Breakdown.Party2 : Maintenance

#### Person : 5

Reference : 5  
Location Of Person : Repair Facility  
Reporter Organization : Air Carrier  
Function.Maintenance : Lead Technician  
Qualification.Maintenance : Airframe  
Qualification.Maintenance : Powerplant  
ASRS Report Number.Accession Number : 1748043  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Maintenance  
Communication Breakdown.Party2 : Maintenance

#### Events

Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Other Person  
When Detected.Other  
Result.General : Maintenance Action

#### Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Procedure

#### Narrative: 1

The Chief Pilot notified me that we departed without an ETOPS Pre-Departure Check and an open AML write-up for the same issue.

The logbook had all the ETOPS Pre-Departure Work Cards For the mechanics in it that made it appear that the check was completed and that caused confusion.

The logbook was on the airplane in the normal location, when there is an open write-up they could remove the logbook from the storage bin and return it when the write-up has a corrective action.

#### Narrative: 2

Aircraft X left our station at XA:45 local for a scheduled XB:00 departure with an open logbook entry for the ETOPS pre-departure check completed steps 1-8 and the final steps not accomplished.

The aircraft was towed to the gate at 1X:49 local and was never assigned to anyone to accomplish the final ETOPS steps of the pre-departure check. We have been splitting workload between Terminal Y and Terminal X maintenance personnel. Terminal Y AMT's had been accomplishing all [State] ETOPS PDC's since most of the Terminal X AMT's were out on pandemic leave. Terminal Y AMT's have primarily covered gates [4 named gates] and the [State] ETOPS. Terminal Y personnel did not have a crew chief yesterday and assumed Terminal X AMT's were accomplishing trip ABC ETOPS, since it was leaving from gate YYY as the Supervisor, I was consumed with a problem on [two other aircraft] scheduled for a flight to ZZZZ and did not follow up on trip ABC ETOPS prior to shift change and trip ABC was departing on the evening shift. I did not give a detailed enough turn over to the oncoming crew about its status.

Going forward Terminal X AMT's will be accomplishing all of the ETOPS PDC's leaving from Terminal X. We will be assigning AMT's to meet and greet every arriving aircraft upon arrival at the gate regardless of inbound flight or a taxi/tow up from remote or hangar, to debrief the flight crew and get eyes on the logbook. As the Supervisor on shift, I will be backstopping and double checking/verifying compliance with this policy. I will be briefing the crew daily to make sure these expectations are clear and understood. We will be giving a detailed written and verbal turn over to the oncoming crew chiefs and management team members about the status of work that is in progress and yet to be accomplished. We will be giving parking locations and taxi/tow up times for the ETOPS flights that are departing on the evening shift.

#### Narrative: 3

ETOPS pre-departure check appearing to be completed, but was only partially done and not signed off. A stack of maintenance paperwork was left in the logbook and was very distracting. Everything checked normal as if ETOPS check had been completed except maintenance forms in logbook.

If ETOPS check is in progress or not complete, logbook could be kept with maintenance or flagged/tagged, especially if moving from the hanger.

#### Narrative: 4

Aircraft X left from Gate XYZ with an uncompleted ETOPS PDC, and a open item in the logbook for a ETOPS PDC required completion.

#### Narrative: 5

[Report narrative contained no additional information.]

## Synopsis

Flight crew reported they departed without an ETOPS Pre-Departure Check and an open AML write-up for the same issue. Maintenance personnel reported the aircraft was not assigned to anyone, therefore the work was not accomplished.

ACN: 1747988

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Environment

Flight Conditions : IMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Fractional

Make Model Name : Medium Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Climb

Airspace.Class D : ZZZ

Airspace.Class E : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1747988

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1747989

Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

Upon takeoff on XXR at ZZZ, we were flying the ZZZZZ's 3 departure procedure. Usually Tower promptly switches us to Departure but there was a delay and the PM queried the Tower Controller for a switch. Tower did not immediately respond, roughly 10 seconds later Tower issues us a change to a departure frequency that was not what was in our clearance. The PM switched to that frequency but it turned out to be a Local Tower, we then immediately switched to what was issued in our clearance which turned out to be the correct one. Approach asked us why it took so long for us to switch and that they were looking for us on guard as well. Nothing else was asked and the flight continued uneventfully.

The ZZZ Controller was working both Tower and Ground at the time of our departure and it was moderately busy. I think Controller became confused and issued us the wrong frequency. I assumed it was a last minute change by Approach.

Make sure local towers have 2 controllers on duty to split up Tower and Ground frequencies. The return of air traffic is happening quicker than the FAA realizes and they need to staff accordingly. We should have asked Controller to confirm the new frequency but the Tower frequency was quickly becoming congested and hard to get a word in without delaying our switch to Approach even longer.

## Narrative: 2

After takeoff, there was a delay in Tower sending us to departure frequency. It was clear Tower was working more than one frequency. When I could, I queried Tower if they wanted us to contact Departure, but received no reply. Approaching 4,000 feet (our initial level off), Tower directed us to contact Departure on XYZ.A, rather than the XYB.CD on our PDC. While I was inputting the frequency, I heard someone calling us on guard and I missed the last digit of the frequency. I checked in on XYZ.E, then immediately switched to XYZ.A and checked in. It was approximately 5-10 seconds after Tower giving us the switch until the check in.

Two issues: 1) ATCT was working more than one frequency causing delays and



distractions; 2) The departure frequency in our PDC was different than that depicted on our assigned departure.

While in cruise I reviewed the ZZZZZ3 departure (which we were assigned) and noticed that frequency is reflected as the departure frequency. If I had noted the discrepancy prior to departure, I could have verified which ATC was expecting (depicted or cleared via PDC).

## Synopsis

Flight crew reported that during takeoff they dialed in an incorrect frequency while trying to contact Departure. The crew attributed the error in part, to the Tower Controller working both Local and Ground positions.

ACN: 1747955

## Time / Day

Date : 202006

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.MSL.Single Value : 1000

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Flight Phase : Initial Climb

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : IFR

Flight Phase : Final Approach

Route In Use.Other

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 2.5

ASRS Report Number.Accession Number : 1747955

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Confusion

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Anomaly.Inflight Event / Encounter : VFR In IMC  
Detector.Person : Air Traffic Control  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Weather  
Primary Problem : Weather

## Narrative: 1

Aircraft X departed Runway XL at ZZZ VFR. I heard him request clearance from ground prior to assuming the Local Control position. My understanding is that he requested a VFR clearance to the west. When the Ground Controller advised him that the ceiling was 011, he said he would stay at 010 and continue 20-30 miles to the west where it would improve and he could climb VFR to 045. There was some discussion about his VFR abilities on the inbound leg from the prior controllers, but I had just started my shift. When he called ready for departure, I cleared Aircraft X on course, because I didn't want to assign a heading in the marginal weather. As I observed Aircraft X continue to turn to the south towards inbound traffic landing Runway XR (Aircraft Y and Aircraft Z), I asked Aircraft X if he could maintain VFR on a westbound heading. He was near the taller buildings of ZZZ and I should have restricted him north of them from the onset, but he said he could. I had him in sight as Aircraft Y landed. He was almost in a XL downwind position. Shortly thereafter, he said he was unable to maintain VFR and wanted an IFR clearance. I told him I was unable to provide one at the moment and he said he was climbing. He continued to want to track SSW bound toward the aircraft on final. I tried to get him to turn away from TRACON final airspace, but he was climbing above his clearance limit into it. The CIC had advised TRACON before he departed that he might have issues. Lateral separation was maintained with Aircraft Z as Aircraft X exited the airspace to the WNW when asked, he replied he was not certified or capable of IFR flight. Later, he changed his answer. I tried to coordinate with TRACON for the IFR clearance, but the ear-piece in my headset has been having intermittent issues so I couldn't hear what they were saying, and while using the speaker, the feedback was causing too much distortion to be usable. After reviewing the incident, Aircraft X said they were back VFR but I was still stuck on trying to get them an IFR clearance. I coordinated again with TRACON as he was leaving my airspace and entering the shelf below the Bravo, telling the Controller that I couldn't figure out what Aircraft X wanted. They told me to switch him to them, so I did. Aircraft X landed at ZZZ1 shortly thereafter.

I was aware that this aircraft may encounter difficulty, yet I wasn't fully prepared for how I would process it. I should have asked more questions before he departed instead of making the assumptions I did. I assumed he would stay north and/or below final airspace based on his request to depart to the west at 010. He did neither. I should have had a better understanding of where he wanted to go, and then assisted him in getting there with my knowledge of local procedures. I should have restricted him with "no further south than 270 heading" or similar. If he had been on a heading that direction away from other traffic and still had trouble maintaining VFR, at least there would have been more options to help. Once he encountered difficulty, I tried to be helpful and safe, but the accent and use of English made it challenging to fully understand what was being asked or answered.

I should get my headset looked at - though I've honestly been putting it off because of the COVID-19 restrictions. As far as I know, they're locked away. But hopefully there are some elsewhere or someone has safe access to them. As a bit of an aside, this is the third headset malfunction in a matter of months, so the re-manufactured headsets are really not holding up well and I think it should be noted.

## Synopsis

Local Controller reported an aircraft departed wanting to fly just under the clouds, but encountered IFR and the pilot was not certified for IFR flight.

ACN: 1747951

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 7

Altitude.MSL.Single Value : 2800

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Ceiling.Single Value : 3500

## Aircraft

Reference : X

Aircraft Operator : FBO

Make Model Name : Light Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Climb

Route In Use : Direct

Airspace.Class C : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO

Function.Flight Crew : Instructor

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 36000

Experience.Flight Crew.Last 90 Days : 10

Experience.Flight Crew.Type : 1500

ASRS Report Number.Accession Number : 1747951

Human Factors : Training / Qualification

Human Factors : Distraction

Human Factors : Confusion

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck  
Reporter Organization : FBO  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Trainee  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Commercial  
Qualification.Flight Crew : Flight Instructor  
Experience.Flight Crew.Total : 1700  
Experience.Flight Crew.Last 90 Days : 5  
Experience.Flight Crew.Type : 200  
ASRS Report Number.Accession Number : 1748092  
Human Factors : Distraction

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Exited Penetrated Airspace

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

This was a training flight to return the student (a 1,500 hour pilot) to flight status after a long layoff due to the COVID virus. We had flown under Instrument Flight Rules from ZZZ1 to ZZZ2 to ZZZ3 to ZZZ4 instrument approaches at each airport and a full stop landing at ZZZ4.

The trainee indicated that he would like to view from the air some property that he operated northwest of ZZZ4. I briefed the trainee on the procedures that we would need to follow to transit under VFR including the necessity to communicate with Air Traffic Control.

On departure we were cleared "on course" and I requested that the trainee to turn to a northerly heading to avoid the traffic at the nearby airport (ZZZ5). The student was, in my opinion, somewhat confused with trying to orient himself using an iPad device while I kept watch for traffic. We were also concerned with cloud ceiling that was lower than expected. Maintaining 500 feet below the clouds put the flight at 2,800 feet. Subsequently, we inadvertently entered the outer area of the Class C airspace at ZZZ. As soon as I realized the error I directed the trainee to immediately take up a heading that would expeditiously clear the Class C area. After clearing the area we were able to climb and proceed to our destination ZZZ1.

The error that led to this deviation was my belief that the trainee understood the factors

involved in VFR flight in the area. He did not. We have since reviewed the flight several times. A simple communication to ATC would have mitigated the error. A factor to consider was the trainee's use of the iPad in what should have been a total "heads up" situation. A more complete pre-flight briefing would have kept this from happening. Additionally, these kinds of transgressions might be minimized if the entire area were to be one Class B. All aircraft would be under positive control. Risk would be minimized.

## Narrative: 2

This was a training flight after a long lapse due to the COVID virus shutdown. We had done approaches at ZZZ1 and ZZZ2 and ZZZ3 with a full stop landing at ZZZ3. On taxi out for departure for ZZZ4 we discussed the Class C airspace at the ZZZ airport. We agreed that we would climb above the airspace. During the climbout, the pilot not flying was monitoring outside for traffic while I navigated using primarily an iPad. I observed some lower clouds in front of us and in my desire to remain 500 feet below the clouds, we inadvertently entered the outer area of the Class C airspace which went from 1,500 feet to 4,100 feet. My instructor, upon seeing the error, gave me a heading to expeditiously exit the airspace. The flight continued in VFR conditions to our destination ZZZ4.

This incident would not have occurred if I had better prepared for the flight and if I had communicated with ATC upon departure from ZZZ. An additional factor was the "head down" aspect of using the iPad.

My instructor and I discussed the deviation on the ground and the factors leading up to it with emphasis on the rules and procedures for flight in Class C airspace.

## Synopsis

Instructor and trainee pilots reported experiencing an airspace incursion into Class C airspace.

ACN: 1747934

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 400

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Dusk

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Cardinal 177/177RG

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Takeoff / Launch

Route In Use : None

Airspace.Class D : ZZZ

## Component

Aircraft Component : Oil Pressure Indication

Aircraft Reference : X

Problem : Failed

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 6300

Experience.Flight Crew.Last 90 Days : 20

Experience.Flight Crew.Type : 900

ASRS Report Number.Accession Number : 1747934

Human Factors : Troubleshooting



## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Landed As Precaution  
Result.Flight Crew : Returned To Departure Airport

## Assessments

Contributing Factors / Situations : Aircraft  
Primary Problem : Aircraft

## Narrative: 1

Flight was intended to be a VFR local flight to exercise the aircraft [after sitting for an extended period]. Conducted a normal pre-flight. Engine start, runup, and before takeoff check were normal. Oil Pressure was in range and the prop cycled through three times with no irregularities. Started takeoff roll on runway XX. All engine instruments in green (including oil pressure) and airspeed alive. Rotated for normal takeoff and at approximately 400 feet checked the engine instruments again as is my procedure. Oil temp OK, oil pressure Zero. Called tower and informed them that I had zero oil pressure and would be coming back to land on runway XX. Tower cleared me to land on any runway. Climbed to approximately 500 feet on downwind and reduced power slightly. Oil temp remained normal and the engine ran normally. Tower asked if I needed anything else and I replied I was OK. Abeam the numbers I began a continuous left turn to final and selected flaps 20. Touched down on the numbers and turned off at the second taxiway. Estimated I was in the air approximately 90 seconds after observing the zero oil pressure indication. Taxied a short distance to park at idle power. Engine had 1950 hours on it so if the oil pressure had actually been zero, the next step is an overhaul before the next flight. However, post flight inspection revealed that the oil pressure transducer had failed. The part was date stamped 1976 so it had served reliably for 44 years. A replacement kit was ordered and installed by the local FAA repair shop.

Tower controller deserves a big thank you. They were professional and allowed me to get the aircraft on the ground safely in the shortest amount of time. They gave just the right amount of response and were available for any of my needs.

## Synopsis

Pilot reported that shortly after takeoff the engine oil pressure indication dropped to zero and a successful return to the airport was done. Postflight maintenance inspection revealed that the oil pressure transducer had failed.

ACN: 1747907

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 15

Altitude.MSL.Single Value : 5000

## Environment

Flight Conditions : IMC

Weather Elements / Visibility.Visibility : 20

Ceiling.Single Value : 12000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Descent

Route In Use : Direct

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 18200

Experience.Flight Crew.Last 90 Days : 30

Experience.Flight Crew.Type : 820

ASRS Report Number.Accession Number : 1747907

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

We were training and went to ZZZ to use their ILS (in VFR conditions- no flight plan). After the approach, we did a few patterns and departed for ZZZ1 (about 18 miles). ZZZ asked if we wanted flight following and we agreed and entered a code. We departed north east to ZZZ1 and told them we would be operating west of ZZZ1 in our approved practice area. There was no further communication with ZZZ and due to the lack of activity with COVID there was absolutely no communication on the frequency. We forgot about them entirely and headed back into ZZZ1, forgetting to "cancel" flight following. (There was no call from ZZZ to terminate either). On the ground Tower asked us to call and informed us of a "possible pilot violation" and upon talking with ZZZ we were told we forgot to cancel radar services. There was, in fact, no traffic at ZZZ or at ZZZ1 at the time and no separation was lost or diverted.

I think the primary cause was the complete \*lack\* of traffic. We never heard a call on frequency for a half an hour and while conducting our maneuvers (a busy time) we forgot entirely that we were being monitored by radar. Our last maneuver was an "emergency descent" and we were pretty quickly in ZZZ1's airspace and never "canceled" flight following with ZZZ.

## Synopsis

Pilot reported they were advised by ATC they forgot to cancel VFR flight following.

ACN: 1747902

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Transport, Low Wing, 2 Recip Eng

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Taxi

Route In Use.Other

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 8000

Experience.Flight Crew.Last 90 Days : 50

Experience.Flight Crew.Type : 2500

ASRS Report Number.Accession Number : 1747902

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Incursion : Taxiway

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### Narrative: 1

Since COVID-19 ZZZ has no Tower services from XA:00 hr to XJ:00 hr local time. I had taxied out for departures several times before XJ:00 with no need to ask for ground services because they were closed. I was delayed and in tight quarters to taxi out of FBO, then taxi out at XJ:15 and I forgot the time had lapsed and taxied out without taxi clearance.

There is no excuse, just a timing issue on my part. There was no issues with other aircraft and everything went fine then I recognized what I had done and contacted the Tower for departure and all was a non event. I'll be sure of the time before I taxi in the future.

### Synopsis

Pilot taxied without clearance because he thought Tower was still closed, but it was actually 15 minutes after the Tower had opened.

ACN: 1747863

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 165

Relative Position.Distance.Nautical Miles : 20

Altitude.MSL.Single Value : 5000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 25000

RVR.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Initial Climb

Route In Use.SID : XXXXX

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 496

Experience.Flight Crew.Last 90 Days : 114

Experience.Flight Crew.Type : 81

ASRS Report Number.Accession Number : 1747863

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Procedure

## Narrative: 1

I filed my flight Plan from ZZZ to ZZZ1 and received the XXXXX departure procedure. I tried to reach the ZZZ Tower for clearance and they were still closed. Then I tried to reach ZZZ Clearance Delivery on XYZ.ZA while on the ground, no answer. Since ZZZ was VMC conditions, I chose to take off and get my clearance in the air like I often do from my home airport ZZZ2. Once airborne and on my departure procedure with auto pilot, I reached XYZ.ZA and was told to wait a minute. After a minute, I restated I am airborne and need clearance. I was told again to wait a minute. After a minute or so, I told XYZ.ZA I was approaching ZZZ3 airspace and needed clearance. I received a squawk code and was told to wait, again. While waiting, I inadvertently continued into the airspace, unfortunately.

Once in the airspace I was asked to switch to Approach frequency. Which I did immediately. Approach vectored me north out of the airspace, and asked if I received clearance from ZZZ. I told them I did not, but was in communication with ZZZ Clearance Delivery and told to wait. He told me I can't do that and gave me clearance to ZZZ1 and a phone number to call upon landing. Which I called immediately upon landing in ZZZ1 and explained my mistake to stay on the XXXXX Departure Procedure and wait on ATC, instead of doing a u-turn and remain clear of the airspace, then wait on ATC.

On a side note, upon entering ZZZ4 airspace and requesting RNAV XX into ZZZ1, ATC had me descend to 3,000 in preparation to land RNAV XX AT ZZZ4! I restated I need ZZZ1 as indicated in my flight plan and they had me immediately climb back up to 5,000. Then vectored me to the initial approach fix for RNAV XX ZZZ1 which I flew on autopilot without any further incident, landing safely and very happy to be on the ground.

## Synopsis

Pilot reported encountering multiple delays from ATC while on an IFR flight and was given an approach clearance into the wrong airport.

ACN: 1747854

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Transport, Low Wing, 2 Turboprop Eng

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Takeoff / Launch

Route In Use : Direct

Airspace.Class D : ZZZ

## Component

Aircraft Component : Communication Systems

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Engineer

Experience.Flight Crew.Total : 16000

Experience.Flight Crew.Last 90 Days : 70

Experience.Flight Crew.Type : 100

ASRS Report Number.Accession Number : 1747854

Human Factors : Communication Breakdown

Human Factors : Situational Awareness



Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Airspace Violation : All Types  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Incursion : Runway  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Primary Problem : Aircraft

## Narrative: 1

I arrived at the ZZZ around XA:30. The flight was going to be a VFR flight back to ZZZ1. I listened to ATIS on comm 2. There was no letter present on the information. I selected to comm 1 and called Ground for taxi. There was no response. I switched to Tower frequency and had no response. There was no traffic on the airport that I observed. I wrongly assumed the Tower was not operating. I assumed it was closed or opening late for COVID-19. There was no NOTAM filed. This was a faulty and bad assumption. I checked again for traffic and called on CTAF frequency that I was taxiing out to Runway XX. I taxied and completed my run up. The radio was still quiet. I checked for traffic and announced I was taking the runway and departing for a left crosswind departure. I took off and climbed out. About 20 minutes after departing the area, I tuned in ZZZ2 ATIS on comm 1. There was no ATIS. I tried comm 2 and got the ATIS. I immediately realized there was a problem with comm 1. I immediately was concerned I had left ZZZ without clearance. I asked ZZZ2 for the phone number to ZZZ Tower. I landed immediately and called ZZZ Tower. ZZZ Tower said that my radio transmissions were not received and they had seen me taxi and takeoff without clearance. They said there was no traffic conflict. ZZZ said they were concerned I was NORDO and didn't know it. ZZZ Tower said they were glad I called and figured it out. I immediately had my comm system checked by an A&P. The comm panel was found to be sticking and comm 1 would not engage. The comm panel was removed, cleaned, checked and reinstalled in proper working order. COVID-19 has caused many disruptions to the aviation system. I was flying the night that ZZZ2 Tower was closed for COVID. I assumed this was the probable cause of not being able to contact the Tower. I had checked the NOTAMS and Tower operation times for ZZZ before my flight. My assumption was incorrect that due to a lack of traffic and radio chatter that the Tower was closed. I should have investigated my radio system further for a failure. I should not have assumed the tower was closed.

## Synopsis

Pilot reported thinking the Tower was closed due to no response on the radio and departed airport. While airborne pilot realized the radio was not functioning correctly therefore had taken off without a clearance.

ACN: 1747851

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : IMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 900

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Parked

Route In Use : Vectors

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 321

Experience.Flight Crew.Last 90 Days : 22

Experience.Flight Crew.Type : 321

ASRS Report Number.Accession Number : 1747851

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was departing ZZZ for ZZZ1 at approximately XA: 15. I had filed an IFR flight plan. ZZZ Tower was closed due shortened hours related to COVID. In the XXL run-up, I picked up my IFR flight plan clearance from Approach. Approach gave me my clearance and I wrote it down. I plugged it into my FMS but failed to put in the squawk code in the transponder (I was squawking 1200). This may have been because I usually receive my clearance by CD at ZZZ on the ramp and this was the first time I had to call Approach from the run-up. Or maybe I just missed it when inputting due to the fact it is in my checklist to be done prior to leaving the ramp.

Once the airspace was clear and I was ready to depart, I called back Approach for release and departed after calling my position on CTAF. There was no traffic within 10 miles of the airport at departure time. About 30 seconds after departure, I called the given Approach frequency in my clearance to check in. I was acknowledged, and asked to squawk my code and was given a direct heading to my IAP. It was then I realized I hadn't put in my code on the ground. I imputed it and confirmed my position with ATC. The flight was uneventful and landed XX minutes later at ZZZ1.

I recognize my oversight in failing to input my squawk code was in part due to my reliance on always receiving my clearance while on the ramp, rather than in this case at my usual airport, but one where I had not departed with the Tower closed, so my checklist SOP was not reliable.

After the flight, I contacted my regular flight instructor to discuss how best to verify inputs in this situation as my own checklist is clearly insufficient when CD is closed. We are going to go over such during my next lesson in two weeks. I have updated my SOP and will now triple check my clearance has been imputed with the squawk code before leaving any given run-up.

## Synopsis

Pilot reported forgetting to set the correct code in the transponder due to not talking to Clearance Delivery, but rather the overlying TRACON since the Tower was closed due to COVID-19.

ACN: 1747849

## Time / Day

Date : 202006

## Aircraft

Reference : X  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 135  
Mission : Training

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 14000  
Experience.Flight Crew.Last 90 Days : 50  
Experience.Flight Crew.Type : 600  
ASRS Report Number.Accession Number : 1747849  
Human Factors : Training / Qualification  
Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Other / Unknown  
Detector.Person : Flight Crew  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Various agencies (FAA and NTSB) are ignoring the consequences of and some dangers of face coverings. Face coverings (medical masks) are dangerous in the cockpit of pressurized airplanes due to the extra time it takes to remove them (in addition to glasses and headsets) in the event of a depressurization event in flight. The masks also reduce the amount of oxygen intake due to rebreathing one's own breath. These effects can be magnified at altitude, just as smoking does. Fortunately my full time company has left the decision to wear masks in the cockpit up to individual crews. Any mask that I may be wearing comes off in the airplane.

Wearing a face covering in the classroom during recurrent training is an unneeded distraction that makes any learning that much more difficult. If I had to go through an initial course for a new airplane I would probably turn down that opportunity as long as

masks are required in classroom. The training provider my company uses required masks not only in the classroom but in the simulator also. I had to ignore that requirement in the sim because my glasses would fog up to the point that I had difficulty seeing.

NTSB has been surprisingly quiet during all these virus issues. What ever happened to "train as you do, do as you train"? The FAA administrator is correct in not getting involved in mandating mask use, just surprised the NTSB has not commented on this issue and the safety of flight issues mask usage by crews creates.

## Synopsis

Captain reported various issues with having to wear a mask during the COVID-19 pandemic.

ACN: 1747810

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Cabin Jumpseat

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1747810

Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was the D Flight Attendant. My jumpseat is 1D. Both 1A & 1C were occupied. There was also a pet at their feet. The passenger in 1C would not wear a mask. He was coughing. I politely offered him one of our disposable masks but he refused. All other rows in FC had 2 people in each row, so we could not move him and his pet to another seat. For future reference I am wondering if 1C is occupied and the person won't wear a mask could I as the D FA occupy 1F so they don't cough on me again?

## Synopsis

Flight Attendant reported a passenger seated next to her was coughing and not wearing a mask. Flight attendant posed the question as to whether or not she could move to other non-assigned seats.

ACN: 1747722

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1747722

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

During pre-flight we found multiple system switches in the wrong position.

1. Aircraft sat for X days prior to this flight.



2. Two mechanics stated they place these switches in these positions after X days without flying.

Can we change the storage maintenance procedure when the aircraft is prepared for flight to place all switches in the expected position. This will greatly reduce the possibility of pilot error. This is far from the first time during pre-flight after maintenance we have found switches in what pilots would consider the wrong/unsafe position. Yes, it's the pilot's pre-flight responsibility, but we are all on the same team; no one is out there to enable grave pilot errors on purpose.

## Synopsis

Air carrier Captain reported multiple system switches are set in the wrong position on aircraft coming out of storage.

ACN: 1747685

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1747685

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Forgot to arm thrust reversers on landing. Was very distracted. We got vector super high onto the approach. My FO was getting the glideslope back for a stable approach and once everything was good my FO recalls right when we called for the landing checklist Tower asked for bases. Just got very distracted. Also, this is my first trip after 85 days off.

We got triggers and checklist. Just need to follow them and learn from this silly mistake!

## Synopsis

Pilot reported forgetting to arm the thrust reversers upon landing and cited distraction and lack of flying as contributing factors.

ACN: 1747656

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Component

Aircraft Component : Flight Crew Harness

Aircraft Reference : X

Problem : Failed

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1747656

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew  
When Detected : Pre-flight  
Result.General : Flight Cancelled / Delayed  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Aircraft

## Narrative: 1

What was scheduled to be a challenging day, ZZZZ1-ZZZZ-ZZZZ2-ZZZZ3, 17+35 hours of duty out of a possible 18 hour duty day. 2+30 hour turn in ZZZZ and a 2+00 hour turn in ZZZZ2.

ZZZZ is a COVID closed country and entry into the country requires an automatic 14 day quarantine. ZZZZ2 with similar restrictions, however an easier country to work with and good accommodations on the field once permissions were obtained. I personally made it a point to insure accommodations were available in ZZZZ2 in the event we had a duty problem.

Unfortunately we didn't make it that far. As we prepared to push out of ZZZZ and the FO was strapping in, the FO's seat belt (waist strap tensioner) fell apart. Maintenance was called up and after approximately 1.5 hours after our proposed block out no repair was available and we were AOG.

For the next 4 hours calls between the Maintenance Control, Dispatch and Scheduling were occurring. Nobody in Operations wanted to make a decision regarding the flight. But without parts we were not going anywhere. The Crew was sitting in the airplane in the heat in limbo. In the meantime there were restrictions in ZZZZ. You had to get a medical check to leave the airplane in order to stay at the airport hotel. This is outside of immigration and not subject to the 14 day quarantine. It was not made clear to me at the time that the ZZZZ medical personnel left at or near XA00 local. After repeated attempts to get someone to make a decision and our situation not improving I requested senior flight Operations Management be contacted. Once they were made aware of the situation a decision finally was made, we were AOG. However, at this late hour ZZZZ airport medical personnel had gone home for the evening and not expected back till the following morning.

I informed the crew we were spending the night on the plane. They were told the earliest we could expect to move to the hotel was in the morning. Unexpectedly a crew bus appeared. 30 minutes later we were heading to the terminal for our medical check. Our ground handlers in ZZZZ made this possible. 12+20 hours on the plane from when we blocked in. 90 minutes later in the hotel at rest.

## Synopsis

Captain reported the First Officer's seat belt broke delaying the flight until the next day due in part to operational issues caused by the COVID-19 pandemic.

ACN: 1747597

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZID.ARTCC

State Reference : IN

Altitude.MSL.Single Value : 14000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZID

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Climb

Airspace.Class A : ZID

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZID

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZID

## Person

Reference : 1

Location Of Person.Facility : ZID.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 10

ASRS Report Number.Accession Number : 1747597

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Aircraft X called me having just departed ZZZ airport. I gave him the standard departure clearance, climb to flight level 230, and leaving 140 normal speed. He had a really hard time reading back the clearance, so I knew I would have to keep an eye on him. Because we are working COVID schedules, I was working all of my area's sectors, so I had other things to do, and moved on to other clearances. I had already taken a point out on Aircraft Y, who was being worked by Area Y, landing ZZZ1. I knew that the two were potential traffic, so I issued Aircraft X a clearance to go direct ZZZ2 which was the second fix on his route; he read back ZZZ2. I went back to other clearances. A short time later, Aircraft X keyed up and asked if ZZZ2 was ZXZ2. I corrected him and told him that ZZZ2 was ZZZ2. (ZXZ2 is a fix in [different state].) Aircraft X had already started to go towards ZXZ2, which put him head on with Aircraft Y descending into ZZZ1. In order to get Aircraft X out of the way at this point, I issued him a 360 degree heading. I had no idea which way he was turning at this point, so I just wanted to get him somewhere that I knew Aircraft Y was not going to be. I called Area Y and tried to get them to stop the Aircraft Y and give me radar contact, but they had already switched the aircraft to ZZZ approach. I had the Aircraft X stop his climb to buy myself a few more seconds. I called ZZZ Approach to try to get them to turn the Aircraft Y south, but they informed me that they had just put the Aircraft Y on a 360 heading as well, and he was much faster than my Aircraft X. I asked them if they could turn the Aircraft Y back to the south, and they said no. At that point, I turned my Aircraft X another 30 degrees to the right. Because the Aircraft Y was still descending, I climbed the Aircraft X, hoping to achieve vertical separation. Vertical separation was achieved soon after. I issued a turn to Aircraft X's next fix, and then a climb to his requested final altitude.

The pilot put in ZXZ2 instead of ZZZ2. The [letter] and [letter] are next to each other on a QWERTY keyboard. This was probably an example of a slipped finger starting a domino effect of mishaps.

## Synopsis

ZID Center Controller reported an airborne conflict while working all sectors in Controller's area during COVID-19 scheduling.

ACN: 1747418

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Fog

Weather Elements / Visibility.Visibility : 7

Light : Daylight

Ceiling.Single Value : 1700

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Initial Approach

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Commercial

Experience.Flight Crew.Total : 1600

Experience.Flight Crew.Last 90 Days : 28

Experience.Flight Crew.Type : 800

ASRS Report Number.Accession Number : 1747418

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events



Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Runway  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Landed As Precaution

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

First flight back after COVID reopening, local flight in the pattern with a private-rated student. I believe the Controller instructed us to turn right and enter the Runway XX upwind from the XX left downwind. We were then instructed to return to the downwind, but there was confusion as to whether that meant the Runway YY or Runway XX left downwind. I asked for clarification on frequency, but the transmission was blocked. On a left base to Runway YY, we were cleared to land Runway YY.

Upon reflection, I am not sure if we were intended to enter the left pattern for Runway YY or Runway XX.

With all three frequencies (local, ground, and clearance delivery) combined on Tower, there was some radio confusion. Additionally, aircraft were being directed to both XX and YY due to practice approaches being conducted to YY.

I believe these confusing situational factors adversely affect safety, particularly due to the staffing/currency challenges as a result of COVID-19.

## Synopsis

Pilot reported radio communication confusion as to which runway they had been cleared to land.

ACN: 1747416

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 3500

## Aircraft : 1

Reference : X

ATC / Advisory.CTAF : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Landing

Route In Use : Visual Approach

Airspace.Class G : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.CTAF : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Instructor

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 3200

Experience.Flight Crew.Last 90 Days : 10

Experience.Flight Crew.Type : 15

ASRS Report Number.Accession Number : 1747416

Human Factors : Other / Unknown  
Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Incursion : Runway  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On approach to and in entering the pattern for ZZZ, the wrong frequency was entered for the CTAF after listening to the AWOS. The numbers were input in the wrong order. Although the airport was familiar to myself and the private pilot I missed it while looking for traffic upon the 45 for entering the downwind. It became apparent that there was a radio issue as we started to turn base to final and another aircraft took the runway for takeoff. There was no conflict, but we then turned off of the runway and stopped to check the headset connections and checked the frequency. It was clear that the frequency was incorrect. Frequency was changed and we continued with the flight training. Perhaps the biggest issue was the lack of frequent flying of the due to the stay at home request in dealing with COVID-19. I missed the incorrect frequency because of the difficulty in seeing the entire frequency from the right seat and while looking for traffic. The issue could have been avoided by double checking the frequency and moving to a position in the cockpit to clearly see the frequency on the pilot's side of the display.

## Synopsis

Instructor pilot reported dialing the incorrect CTAF frequency and landed while an aircraft was lining up to takeoff on the same runway.

ACN: 1747388

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.AGL.Single Value : 1000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1747388

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1747389

Human Factors : Other / Unknown

Human Factors : Distraction  
Human Factors : Confusion  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Coming into ZZZ ATIS was reporting ILS XXL. As we checked into the final Controller, we were assigned VOR XXL. We quickly, but thoroughly re-briefed the new assignment. As we came in, we were white needles and given a vector and altitude to intercept. The FO was flying pilot and was having trouble with selecting vertical speed and then we became high on the approach. After it became time sensitive, I said that we have the runway and PAPIs in sight, so we should get rid of the automation and shoot the visual. We stayed a little high and then assertively descended to meet up with the glide path. At this point I was trying to get switched over from approach to Tower so we can get landing clearance. We were in the last second of stabilizing at the 1,000 alert. Unfortunately, the flight spoilers were still out beyond our company 1,000 feet limitation.

The cause of this occurrence is multi-fold. The FO has three flight hours after IOE and those were his only hours in the last seven weeks. He stated this at the beginning of the trip. This was his first flying leg flight. The change in the approach also contributed to the complexity as well as not getting landing clearance. On top of that, the VS button required mashing and multiple attempts to get it pressed and engaged.

Unfortunately the flying situation during the pandemic is affecting both the currency of the pilot group as well as the performance of the controllers. Flying currency is the solution.

## Narrative: 2

After setting up and briefing the ILS XXL approach while on the arrival, ATC contacted us and told us to expect the VOR XXL approach. The Captain and I set up the new approach in the FMS and I briefed the new approach. We were vectored in close to the final approach fix and I was still trying to slow the aircraft. Once cleared for the approach I put the autopilot in nav mode and once established Short of the FAF I put the aircraft in VS mode, once selecting VS mode the FMA showed pitch mode and didn't start a descent. Noticing I was not descending the Captain said I was high and I disconnected the autopilot and started to hand fly the approach visually, while trying to stay on the visual decent and align with the runway I exceeded the stable approach criteria. Also after getting the airplane back stabilized on the approach we both noticed I had left the flight spoiler partially deployed.

The cause of the unstable approach was caused by several factors, I believe task

saturation with the last minute change of the approach and the autopilot entering pitch mode instead of VS was a contributing factor as well as my lack of recent flying experience due to the pandemic. This was my second flight after the completion of IOE. Overall, I think flying more often would help with making mistakes and getting task saturated.

## Synopsis

Air carrier flight crew reported an unstabilized approach, citing FO's lack of flying and a late change by Approach Control as contributing factors.

ACN: 1747387

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1747387

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

On the ground in ZZZ during the quick turn my forward Flight Attendant reported that at altitude the wearing [of] the mask makes her feel terrible. I asked her to describe her symptoms and she described some symptoms similar to hypoxia (dizziness, nausea, headache, etc.). When she does not wear the mask she is fine. I have also heard anecdotally similar complaints from passengers and other FAs in the recent past. While I realize that there is a lot of controversy over wearing the mask I am not sure that we should be ignoring the studies that have shown drops in spO2 (blood oxygen saturation) from prolonged mask wearing (assuming these studies were performed close to sea level). The big concern is that our cabins are at 7-8,000 PA and we are asking our FA's to perform the duties of a required flight deck crew member while impaired by hypoxia. In my opinion they would not be fit for duty in this state. We also should be very concerned about the fact that some of these FA's could have either diagnosed or undiagnosed health conditions like asthma that could create a perfect storm of health issues causing an inflight medical emergency. So we have a perfect storm of restricted breathing, high cabin altitudes and possible underlying health conditions that may cause problems for them.

Suggestion: Allow FAs to be able to remove the face mask during flight operations. Better yet remove the policy altogether.

## Synopsis

Air carrier Captain reported being advised by a Flight Attendant that while wearing the COVID-19 type mask Flight Attendant felt hypoxia like symptoms.



ACN: 1747359

## Time / Day

Date : 202006  
Local Time Of Day : 0601-1200

## Place

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

## Aircraft

Reference : X  
ATC / Advisory.Ramp : ZZZ  
ATC / Advisory.Tower : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Taxi

## Component

Aircraft Component : RPM/N1/N2/Etc Indication  
Aircraft Reference : X  
Problem : Malfunctioning

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1747359  
Human Factors : Troubleshooting  
Human Factors : Situational Awareness

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Incursion : Taxiway  
Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

As we were taxiing out to the runway for departure the FO was getting the data ready and starting the takeoff data brief. He noticed that the engine N1 indications for engine one was quite a bit higher than the engine indications for engine 2. He immediately tried to diagnose why this was happening and we noticed that there was no air going through the packs. In the meantime I was taxiing and waiting for the aircraft in front of us to proceed. As they started to proceed forward, we followed and during which time I was trying to decide our next plan of attack and getting ready to see if we could go somewhere to take a look at the situation. During this time the Ramp Controller told us to hold short at the next spot and contact ground. As we continued toward the spot unknowingly missed the spot we were supposed to hold at and crossed onto the taxiway slightly. I noticed it immediately and put on the brakes and called ground who gave us taxi instructions to the runway. In the meantime the FO did recycle the pack switches and that solved the issue, so we continued with no further problems.

First this was our first trip flown in 2 1/2 months since ZZZ reopened its base. Second we were operating in an airport that was unfamiliar to us. The next time I will let ramp/ground know we need to go somewhere and deal with the issue.

## Synopsis

Air carrier First Officer reported a taxiway incursion due to distraction from dealing with Engine 1 indications being higher than Engine 2.

ACN: 1747234

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 15400

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1747234

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Human-Machine Interface

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Climbed out and got task saturated while in a turn hand flying because I needed the practice, when I realized I had reached 15,000 feet I corrected the situation but overshot the altitude. Captain pointed out the deviation and I smoothly reduced power and established a descent to assigned altitude. ATC queried and gave us a higher altitude 17,000.

The cause was focusing on the procedure while hand flying. Didn't notice the altitude until Captain called it out.

I'm a little rusty from lack of flying and have little experience hand flying the plane. I was trying to acquire some more experience, but perhaps this wasn't the best time to do it. Would have been better to use more automation.

## Synopsis

Air carrier First Officer reported experiencing an altitude overshoot during climbout while hand flying and attributed it to lack of flying.

ACN: 1747217

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1747217

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

I was the first to arrive at the airplane. When I entered the cockpit, I immediately noticed the FO seat was positioned full aft with full recline rearward. This is not uncommon in ZZZ when an aircraft has been at the gate for an extended period (apparently it is a good place to sleep, I've awakened someone more than once). I reviewed the AML and noticed that the aircraft had been in storage for an extended period. I conducted my power up and origination flow and noticed a gooey substance on the MCDU keypad and the Radio

Management Panel. Due to my reclined seat position my initial thought was the gooey substance had come from someone's shoe as they were reclining in the cockpit. This turned out to be incorrect. Maintenance arrived, I exited the cockpit to make space, boarding had begun. The Captain informed me that maintenance said the gooey substance was bird droppings. We started to discover bird droppings in numerous locations throughout the cockpit to include; glareshield, Flight Control Unit (FCU), side panels, sliding window control handle, headrest, storage compartments, and floor/carpet. Maintenance finished the cleanup, boarding was complete. We had to call maintenance back to the aircraft because we had another 2nd discrepancy; Uplink INIT REQUEST not working. I had to make space for maintenance again, it was then that I started to notice areas around the forward galley and entryway with bird droppings to include: FA jumpseat, panels near the main cabin entry door, and floor. The 2nd discrepancy was taking a significant amount of time so it was determined that passenger would be deplaned. I was talking with the flight attendants when we noticed significant bird droppings throughout the cabin to include: at least 5 passenger seats and seatbacks, headrests, and especially on several locations on cabin flooring/carpet. It was eventually determined that we would swap aircraft.

Company needs to develop a more detailed plan in how to bring aircraft back into service. This obviously needs to include a comprehensive inspection of the aircraft.

## Synopsis

Pilot reported finding bird droppings in the cockpit and throughout the aircraft after aircraft had come out of long-term storage.

ACN: 1747165

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Ground

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 30

ASRS Report Number.Accession Number : 1747165

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway

Detector.Person : Air Traffic Control

When Detected : Taxi

Result.Flight Crew : Became Reoriented

Result.Air Traffic Control : Provided Assistance

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

The flight was exiting Runway XX Left at Taxiway XX, and had not yet called. I reached out to give them taxi instructions and they asked if the instructions were for them. I assumed I either blocked them or they were transferring frequencies mid sentence, so I reissued the instructions - Taxi via XY to the ramp - as though it was their first call-up. They acknowledged and said they had not received a hand off from the Tower Controller. I told them all was good.

A minute or two later, I observed the aircraft turning eastbound on Taxiway XY3 to join Taxiway XZ southbound. I reached out to them by call sign only, and they responded. I followed up with asking them where they were going. The pilot said they were going to the "north line", which is on the Ramp Tower apron. I advised them that Taxiway XY4 is the delineation of where the ramp begins and that is where I would have expected them to go to. They apologized and said they were looking for the north line and headed in there. We left it at that.

During the slowdown, some crews are probably going to places they either have never been, or have not been to in some time. The only recommendation I can make is to ask, it is not like the frequency congestion would make asking a bad thing.

## Synopsis

Ground Controller reported an airliner taxied in the wrong direction toward the ramp.



ACN: 1747136

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Dusk

Ceiling.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Personal

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 387

Experience.Flight Crew.Last 90 Days : 8

Experience.Flight Crew.Type : 216

ASRS Report Number.Accession Number : 1747136

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Training / Qualification

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Runway

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I accidentally took off on Runway XY instead of Runway YX. I was holding short of XX/XY at intersection B. I was cleared to take off, and thought I need to double check the runway because this takeoff intersection is unusual as my plane is stored at the FBO on the other side of the runway. When I was cleared to takeoff, ZZZ also had a much larger plane cleared to taxi to YX. I usually try to be curious to the larger aircraft at ZZZ because we have a large diversity of operators and types at this airport. I didn't double check my heading with the runway as I normally do because I "self-rushed" even though there was no need to have hurried. I think I subconsciously took the clue from the YX-XY runway identifier sign and turned towards the YX numbers which instruct the pilot what direction to turn to get to the YX approach end. This had me turned around. I caught my own mistake once airborne. At that time I apologized to the Tower Controller and asked how I should maneuver to fix my mistake.

I will also say that currency and proficiency may be an issue here. Normally by this time of year I would have had over to 20 hours under my belt, Because of COVID-19, I only had 8.

## Synopsis

Pilot reported taking off in the wrong runway direction.

ACN: 1747125

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : Medium Large Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Fractional

Function.Maintenance : Technician

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1747125

Human Factors : Workload

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

When Detected : Routine Inspection

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

It was brought to my attention that, a digital message in reference to adding a work order for LED light installation was not applied. I do not remember my work load for the day, but I do know it was my second day on duty by myself with over 150 flights. Unless someone else had opened the digital message I can only assume it was me that read the message and did not apply the work order.

Suggest that the desk be staffed in a manner that we can safely do our work, even in the financial times the company is in now. During the lack of manpower I need to tell myself to not to take on more of a workload than I can handle.

## Synopsis

Technician reported a work order was missed and not completed.

ACN: 1747061

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 12500

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class E : ZZZ

## Component

Aircraft Component : Pressurization System

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1747061

Human Factors : Confusion

## Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Landed in Emergency Condition

Result.Flight Crew : Returned To Departure Airport

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

## Narrative: 1

We were climbing out of ZZZ on our way to ZZZ1. Passing through 12,500 feet we received a Master Warning-Cabin Press. I immediately looked up thinking either the bleeds or packs were off, but the bleeds were both on and the packs in auto. We donned our masks. Once our masks were on we accomplished the Cabin Press Warning checklist (IAC) and asked to level off. The First Officer was flying and I asked him to also take over the radios while I moved on to the Pressurization Failure checklist in the EAC. We started back towards ZZZ during this checklist and started down to a lower altitude, setting up for the RNAV approach to Runway X which was in use. I called back to the flight attendants and explained what was going on and also asked them to give the passengers a brief of the return as I didn't want to make them uncomfortable hearing me try to talk with the oxygen mask on. The First Officer called ops and let them know we were coming back. We flew the approach, landed and taxied to the gate with no further issues. When we pulled into the gate I made a PA explaining to the passengers why we returned and asking them to go back to the terminal while we figured out the plan. On the ground I called Maintenance, Dispatch, and a duty officer. Maintenance confirmed with us if any CBs were popped, they weren't. They asked about the position of the bleeds, and packs which I said were on. All in all everything went smoothly and safely and we agreed to continue on, got swapped into a new plane in ZZZ and continued to ZZZ1. The only thing I can think of is that looking back I wasn't 100 percent sure if on the EAC checklist when it says to go into manual mode if it was originally in auto or manual. I remember on my flows thinking it looked like it was in auto but when I did the checklist I can't remember physically switching it to manual. I mentioned that to Maintenance on the phone. They asked if it was in dump mode because it was acting like the aft outflow valve was wide open as the cabin was at the same altitude as outside. It definitely was never in dump mode, but I just can't remember switching it from auto to manual so there was a chance the cause was because it was in manual all a long but I can't say for sure either way.

That plane had been sitting for a while and wasn't quite taken out of storage as on that same flight we discovered the pitot 1+2 heat CBs were popped and was told on the phone by Maintenance that this was part of their storage procedure and that they had forgotten to push them back in. I'm wondering if the pressurization issue was also something similar that got forgotten when the plane was taken out of storage. All in all I felt we worked good as a crew and my first officer who is very close to upgrading did a fantastic job and I can tell he will make a great Captain. This was my first time flying in two months due to the coronavirus slow down but he was on the ball and I'm definitely thankful I did some chair flying or else I would have been way rustier. If I were to do it over again I might have tried to contact Dispatch in the air instead of once we got on the ground. I could have done a better job at keeping them in the loop, it just all happened so fast. I could have asked for some delay vectors or something.

## Synopsis

Air carrier Captain reported receiving a cabin pressure master warning during departure and executed a return to departure airport.

ACN: 1747020

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 22800

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1747020

Human Factors : Confusion

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1747021

Human Factors : Confusion

## Person : 3

Reference : 3

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Relief Pilot  
ASRS Report Number.Accession Number : 1747219  
Human Factors : Confusion

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was the FO flying the ZZZZZY arrival at ZZZZZ intersection. The proper arrival was put into the FMS and all waypoints were checked for accuracy. As a new descent speed was input to the FMC, the plane increased descent to accelerate to that speed and did not level at FL240 at ZZZZZ intersection as desired on the VNAV profile. By the time I noticed and corrected, we had descended about 1,200 feet too low. Somehow, the crossing altitude at ZZZZZ had dropped out of the FMS. The Captain immediately called ATC and informed them and they indicated no worries just go direct ZZZZZ1. Remainder of arrival and landing was uneventful.

This was my first flight leg as pilot flying in about 3 months and the end of a long trip, so my crosscheck may not have been as sharp as I would have preferred. I'm not sure when or why the altitude at ZZZZZ was dropped from the FMC unless I inadvertently pushed the altitude selector knob when entering the 6,000 foot final altitude on the arrival into the altitude window.

I will have to be more careful in the future about setting and double checking all altitudes at each waypoint during departure and arrival and making any needed corrections in a more timely manner.

## Narrative: 2

As I came back from break, the FO and Relief Pilot said that they had the correct arrival in the FMS and that they checked the points. I also went through all the points, speeds and altitudes, which were correct. As we approached ZZZZZ intersection, the speed started to come back prematurely. The FO entered 290 and the three of us verified all was correct prior to executing. The aircraft started to pitch down. We noticed right away it wasn't stopping at FL240. The FO who was flying immediately started to correct. Not sure just how low we got. I quickly checked the legs page and sure enough, the crossing had dropped out. I immediately notified ATC who was not concerned and cleared us to ZZZZZ1 intersection for the uneventful remainder of the arrival and landing.



Even though we were ending a long flight we did not feel fatigued and the three of us were following all the procedures. Not sure what caused the altitude restriction to drop out by simply updating the descent speed. As I stated above, we caught it, but not before it went below FL240. Even though we haven't flown much recently, we all felt comfortable and we were day VFR and not rushed.

I am struggling to determine what we could have done differently. As I stated above, we were not rushed and were following all the FMS procedures. The only thing that was changed, was the speed. There was no re-sequencing of waypoints that could have caused the restriction to drop off.

### Narrative: 3

I was flying as Relief Pilot and at the event was in the observation seat. Arrival checked on Box. Same Arrival in box was formally assigned and cleared to descend via by Center. On descent aircraft decelerated and FO (Pilot Flying) set 290 in MCP, then on VNAV and then reselected VNAV. Aircraft corrected Descent path for new speed. FO then recognized aircraft descending through F240 which was restriction at ZZZZZ. He established level off and rechecked Box for navigation data. ATC was notified and Controller immediately assigned direct ZZZZZ1 which removed altitude restrictions to between 13k and 16k at ZZZZZ1.

Cause: Slow/late crosscheck during VNAV adjustment of speed.

### Synopsis

Air carrier flight crew reported a waypoint crossing altitude dropping out of the FMS and not knowing why resulting in an altitude deviation.

ACN: 1746999

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZJX.ARTCC

State Reference : FL

## Environment

Flight Conditions : IMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZJX

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZJX

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1746999

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1747001

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Weather  
Primary Problem : Weather

## Narrative: 1

While enroute, were given multiple reroutes due to enroute weather etc. Multiple fixes we were given were not in FMS Database or Jepp EFB app. We entered incorrect fix spelling and had a valid fix that was not correct. Multiple times on this trip and in the past ATC tries to issue direct to routing that would take us beyond 50 NM. I was monitoring with terrain map on MFD, I/PM could not reference Jepp FD PRO on EFB due to no current position being displayed. FO was PF, we were given a new clearance due to weather. While trying to build reroute we encountered multiple fixes that we were unable to locate on FMS database or Jeppesen charts. This caused much confusion and re-query to ATC asking for spelling and clarification. We also queried ATC reminding them of our need to stay within 50 NM. While trying to work through the problems and update Dispatch through ACARS of routing, we received dispatch message telling us of ATC routing changes could take us too far off shore.

After entering direct to BAAKE to start our turn to the first fix, while trying to sort out the error fixes we alerted ZJX Center of an incorrect route. We were corrected and given correct routing. BAKKE and ROZIE I believe were old fixes removed by newest cycle.

What was the cause of the discrepancy? Were these fixes removed and ATC did not have the update? FD Pro seems to be our best reference for 50 NM limit information. It is not helpful if lacking ownship position to reference when given a direct to, over water. The terrain display function is limited in its display of information. Suggestion not to enter direct to first fix as it could be incorrect as in this case, since the correct fix is not in our charts. I have made this trip multiple times, this is the first time it has been this difficult. I can only wonder if ATC staffing levels were a factor? I think nearly every trip to SRQ, TPA, EYW and back ATC tries to give us routing > 50 NM from shore.

## Narrative: 2

While enroute from EYW to ZZZ we were given multiple reroutes due to enroute weather. Multiple fixes we were given were not in the Jepp or database. We asked for clarification on spelling about 3 times and still given wrong info. They tried to give us direct routing to fixes multiple times that would exceed the 50 mile mark off shore even [though] we had told them 2 times already we need to comply. We ended up turning towards waypoint

BAAKE instead of BAKKE, which was an active waypoint in the direction he wanted us going and asked for clarification for the 4th time. He then wanted to send us to ROZIE, also an old point that wasn't in our database. They then sent us direct to TKNIQ I believe for the time being while he figured out what he was doing wrong. We finally switched to ZHU Center and Controller actually fixed our routing. We believe ZJX Center had old fixes that weren't in the newest cycle. But ZZZ was also switching from north flow to south flow at the time. So I believe that was confusing to previous Center as well.

Cause: ATC having old database, ZZZ switching from north flow to south flow was not smoothly coordinated.

ATC needs to have the updated chart info ASAP.

## Synopsis

Air carrier flight crew reported getting confusing intersections and routings they were not familiar with and were also concerned about being routed more than 50 miles off shore by ZJX Center, which reportedly does this often.

ACN: 1746974

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 100

Experience.Flight Crew.Type : 1000

ASRS Report Number.Accession Number : 1746974

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 50  
Experience.Flight Crew.Type : 10800  
ASRS Report Number.Accession Number : 1746975  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Ground Personnel  
When Detected : Taxi  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

The Captain started taxiing before we had clearance to do so. There were many other Company aircraft requesting taxi and push clearance. I knew he shouldn't have been taxiing, but didn't respond quick enough to question, to stop him, before Ramp Control asked what we were doing.

## Narrative: 2

Getting ready to taxi to Runway XX from Gate YY in ZZZ. Several aircraft were pushing and getting ready to taxi at the same time, the radios were congested. Captain thought my FO had called for taxi clearance, and that Ramp had cleared us to taxi to follow an aircraft on the right that was passing behind. Captain initiated a turn and was called by Ramp that we had not been issued a taxi clearance. We were subsequently cleared to taxi and the rest of the flight was uneventful.

I will listen more carefully to clearances in the future. As a general note, with the greatly reduced flying due to COVID-19, this was my first trip (second day) in over a month. Long layoffs and infrequent flying are causing my proficiency to be lower than normal and little things are occasionally slipping through the cracks. I am sure that I am not the only one.

## Synopsis

Air carrier flight crew reported they began taxiing out without clearance. Captain stated lack of flying was a contributing factor.

ACN: 1746929

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 5000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Taxi

Route In Use : Direct

Airspace.Class D : ZZZ

## Component

Aircraft Component : Cockpit/Cabin Communication

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 1205

Experience.Flight Crew.Last 90 Days : 14

Experience.Flight Crew.Type : 1109

ASRS Report Number.Accession Number : 1746929

Human Factors : Situational Awareness

Human Factors : Communication Breakdown  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Airspace Violation : All Types  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Runway  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

While attempting to talk to Ground and Tower while parked on the north ramp I did not receive any responses back. Listened to ATIS again and heard that the Tower closed each day at XA00. Checked the time and it was after XA00 Z and continued on as I would with a closed Tower. I taxied to get fuel and continued to make radio calls and then took off. While in cruise I realized that the radio was not working correctly. After fixing the radio I continued the flight. While coming back to land at ZZZ I listened to ATIS 8 miles out and noticed that the time now said the tower closes at XA00 local time. I then called the Tower and let them know that I had ATIS and requested to land and was cleared to land and landed with no incident. Contributing factors are a Tower closure during this pandemic times, a radio that was not working correctly, and the XA00 local time vs Zulu time and possibly not identified on ATIS as local time vs. Zulu time on the initial ATIS weather.

## Synopsis

Pilot departed airport without communication with Tower. Pilot mistook LOCAL time for ZULU time, and departed the airport when Tower was open.



ACN: 1746913

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Taxi

Route In Use : None

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Flight Engineer

Experience.Flight Crew.Total : 25000

Experience.Flight Crew.Last 90 Days : 75

Experience.Flight Crew.Type : 1000

ASRS Report Number.Accession Number : 1746913

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Listened to ATIS prior to taxi. It included a note that Tower had ceased operations, along with the automated 1-minute weather data. I tuned and monitored CTAF frequency and began taxi toward the runway in use. Shortly after I entered the movement area and joined the parallel taxiway, Ground Control asked if I was on frequency and said the Tower was still open. I advised that I had just listened to the ATIS which stated the Tower was closed. He said he puts that up a few minutes prior to the actual closure so that he doesn't forget, and issued a taxi clearance to the active runway. Tower closed for real shortly after my takeoff.

Many local towers are operating during unusual hours due to the pandemic, and this is one of them. Still, maybe wait until the Tower is actually closed prior to posting the ATIS which says it's closed.

## Synopsis

Pilot reported listening to the ATIS which stated the Tower was closed, and started a taxi towards the runway when Ground called the pilot and advised Tower was still open.

ACN: 1746906

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 10000

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Landing

Route In Use : Visual Approach

## Component

Aircraft Component : Communication Systems

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 14000

Experience.Flight Crew.Last 90 Days : 75

ASRS Report Number.Accession Number : 1746906

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Due to a radio/intercom switch issue, coupled with expectation bias with which I made the assumption that the ZZZ Tower was closed, I ended up landing at ZZZ without radio contact with the Tower.

The flight was VFR from ZZZ1 to ZZZ routing over ZZZ2. Flying over ZZZ2, I listened on the ATIS frequency and heard no letter identifier with the weather information because the Tower closed early (XA00L from NOTAM versus XF00L from airport directory). I made my area report on the Tower frequency as I flew over, using it as a CTAF. There was another aircraft that was working in the pattern, making reports on the CTAF, as well. I recall thinking that the COVID-19 crisis had even reached State X, where the Tower was closed early.

Approaching ZZZ, I monitored on COMM2 what I thought was an ATIS frequency (only to realize later that it was an ASOS frequency) and of course, got no letter identifier with the weather information. This started me down the path to assuming that perhaps ZZZ Tower had closed early, like ZZZ2. With all the irregularities occurring around the world due to the COVID-19 crisis, it seemed reasonable.

I then switched to COMM1 and made a radio call to Tower on Tower frequency, receiving no answer. Because there was no letter identifier on what I had thought was an ATIS frequency and no apparent answer after repeated queries to Tower, I assumed the Tower was closed and made my normal position reports, entering the pattern as if it was an uncontrolled field, using the CTAF frequency. What I did not realize is that I was neither receiving or transmitting on COMM1. The switches on the intercom panel were sticking and I failed to verify the transmit light, relying merely on the tactile touch of the button.

There was no other traffic at ZZZ and I landed uneventfully. The airport appeared deserted, which only seemed to confirm my impression that the tower must have closed early due to the COVID-19 crisis. I parked the aircraft and it was not until two days later when departing did I realize that I had not been transmitting over COMM1 due to a switch problem and that the Tower had not been closed, but had still been in operation the night I landed.

What contributed to this incident was my bias to assume the Tower had closed early like the Tower at ZZZ2. The fact that I did not hear the expected letter identifier that I am accustomed to at a Tower airport when I listened to ASOS--thinking it was ATIS--kept me going down this path of assumption. And then when I could not raise Tower, that seemed to only verify my assumptions. These assumptions prevented me from checking the radio switches when I did not receive a reply from the Tower and I instead continued to transmit as if at an uncontrolled field, not realizing that I was neither transmitting nor receiving.

If I had not been operating under my false assumption, for example, if I was at my home field where I knew the tower was open and I was not getting a reply to my queries, I would have checked the intercom switches more carefully, tried a different frequency, or otherwise worked a potential radio issue. Instead, I attributed what was actually a radio issue to, "Oh, Tower must be closed due to COVID."

As far as the switch issue, a qualified A&P mechanic has addressed it and the same issue should not happen again.

This was a wake-up call for me. As a professional pilot, I fly around the world. In this new COVID-19 world, it was easy to chalk up irregularities to the "new normal." As aviators, we cannot ever allow ourselves to stray from our normal procedures and protocols. This incident painfully reminded me of the need to constantly check my assumptions.

## Synopsis

Pilot reported landing without clearance due to a sticky radio switch and lack of incoming radio transmission, and thinking the Tower was closed due to COVID-19.

ACN: 1746826

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : RDU.Airport

State Reference : NC

Relative Position.Angle.Radial : 140

Relative Position.Distance.Nautical Miles : 3.5

Altitude.MSL.Single Value : 2200

## Environment

Flight Conditions : Mixed

Weather Elements / Visibility : Turbulence

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 3000

## Aircraft

Reference : X

ATC / Advisory.Tower : RDU

ATC / Advisory.TRACON : RDU

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase : Final Approach

Route In Use.Other

Airspace.Class C : RDU

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Check Pilot

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1746826

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I was conducting a practical test for the addition of an instrument rating to a private pilot certificate. We started under VFR. [We] informed ATC that we would need three instrument approaches when he got his clearance. This was relayed again to the Departure Controller. While in flight, the Departure Controller asked which approaches we need, and I requested three approaches to 23L and/or 23R. The Controller stated he couldn't give us a hold on one of those approaches due to traffic, so we requested the GPS 32 for our final approach of the practical test. Due to ceilings and obstacle clearance limitations, we were given an IFR clearance for the final approach; a GPS approach to Runway 32.

Upon passing the final approach fixed and being handed off to Tower (now in visual conditions on our instrument flight plan), we informed the Tower Controller that we needed to circle to a different runway to land. The Tower Controller complained that it was too late for that and we needed to land on Runway 32. I asked him what the winds were, and he responded with 180 @ 10 kts. I told him we were unable to land on 32 due to those conditions and that we would execute a missed approach upon completion of our approach. The Controller sounded frustrated, voiced that he wished we had told the radar Controller that earlier, canceled our approach clearance, and told us to descend to 2,000 feet, fly a 020 heading, and to contact Departure. This is the second time in two days that a Tower Controller has given me an abrupt frequency change to Departure in similar circumstances on an approach.

The 020 heading put us flying into/over/across the final approaches to 23L and 23R. We contacted the Departure Controller, who was surprised (just like when this happened yesterday) to have us on frequency. This is concerning because there was apparently no communication between Tower and Departure to coordinate the handoff. Especially on an IFR clearance, it seems reckless to put us across the final for 23L and 23R in apparent retaliation for a late notice need to circle, and not communicate that to the radar room. If the reason they couldn't get us in on 23L or 23R was for traffic conflicts, he put us right in their path without telling the radar room controlling those aircraft.

The departure controller flew us on a 090 heading back across the 23L final, sent us out about 10 miles, then turned us back in for an approach to 23L. During all this time there were no aircraft between us and the airport. The controllers seemed to be giving us a penalty vector.

I have voiced numerous complaints over the years to RDU ATC management about them pressuring us to land on Runway 32 in general, especially in tailwinds. This behavior is dangerous and teaches local pilots that they should either accept a dangerous landing

condition (short runway with tailwind) or be given extended penalty vectors.

Unfortunately, this type of behavior by ATC led to a fatal aircraft accident in the past year at RDU with an aircraft being told to land on 32 in bad weather at night or face a delay for jet traffic on a bigger, easier to find runway.

The controllers at RDU, especially during a period where the flight school is the major source of traffic (other traffic significantly reduced due to COVID), could be more accommodating. With some controllers, it seems the immediate reply is to panic and deny requests. Denying pilots the ability to conduct instrument approaches or sending them to satellite airports instead of giving them a 3 minute delay (what they tried to do to me yesterday) is unreasonable. Pressuring pilots to land on runway 32 in a tailwind is dangerous. Teaching pilots they will be "punished" (delay vectors that cost the pilot money) for not accepting a tailwind landing on a short runway is dangerous. It's already killed two people in the past year. How many more people have to die before this stops?

I sincerely hope that this behavior at RDU changes immediately before someone else gets hurt.

## Synopsis

Pilot reported issues relating to a circling approach to Runway 32 at RDU and ATC communication issues for the circling approach.



ACN: 1746796

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class E : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1746796

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1747230

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

FO was pilot flying and CA PM. Took off XXR at ZZZ on the ZZZZZ X SID. After passing ZZZZZ1, Center inquired which fix we were navigating to next. PM replied with the next fix on the SID. The Controller sounded confused and verified our routing. Both pilots at this point reviewed the clearance versus the filed route and saw the FMS was set up for the ZZZZZ departure instead of the amended ZZZZZ2 departure. The cleared departure has the same 3 initial fixes before heading slightly more southerly to a different transition than the filed departure. The PM queried ATC if a change in course was needed or if additional information would be needed later and ATC said no. ATC then cleared us to a VOR which was on both the filed and cleared flight plan and the flight continued to the destination.

CA loaded the FMS while FO was preflighting the aircraft. FO was pilot flying and therefore conducted the pre-start briefing. Neither pilot noticed the amendment on the PDC or corrected the FMS when the briefing was conducted. It was the first leg of a new crew change so that could have contributed to a lack of attention to detail or distraction. Complacency played a part as PDC are not amended frequently from filed routing. FO hadn't flown in a month and didn't notice how an amended clearance on a PDC looks and briefed what was loaded in the FMS.

Whoever loads the FMS should double check the clearance and verify the cleared route and have the other pilot verify the fixes more closely against the clearance as some have the same initial fixes.

## Narrative: 2

On the climbout, the FMS was programmed for a departure procedure that led south then north east. The first fix on the departure flown and the correct one ATC wanted were the same. When initial contact with ATC was made, I mentioned we were climbing via the departure that was thought to be correct. After about 8 minutes or so, ATC notifies us that we were off course and queried which departure we were on. We notified ATC and they came back and said we were supposed to be, according to their paperwork on a different departure procedure. ATC cleared us to a fix about 50 miles away and we resumed the flight without incident and without request for contact from ATC.

The cause of this event may be contributed to a failure to cross check the programming of the FMS alongside the PDC as opposed to just the release.

Suggestion to prevent this include not programming the route in the FMS until after the

PDC/clearance has been received from ATC. Including climbing via the XXXXX departure in all initial contacts with departure control when applicable.

## Synopsis

Air carrier flight crew reported a track heading deviation. ATC questioned their routing and the crew realized they had an amended clearance.

ACN: 1746792

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 7000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1746792

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

After departure given heading of 360, climb to 7,000 feet. Approaching level off we received a TCAS RA due to crossing arrival traffic (right to left) at 8,000 feet. Traffic was in sight prior to event and throughout event. We leveled off at 7,000 feet. No separation was lost.

Aircraft was climbing rapidly to 7,000 due to light weight. The rate of approach triggered the TCAS RA.

As pilot flying I should have intervened and reduced our rate of climb upon seeing the traffic and potential conflict. This was my first leg back after two months not flying.

## Synopsis

Pilot reported due to light weight and high climb rate the aircraft received a Resolution Advisory.

ACN: 1746781

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Fractional

Make Model Name : Light Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Climb

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1746781

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1746782

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Prior to departure off of Runway XX we briefed the ZZZZZ X departure. Upon departure we flew the assigned heading in the SID and met the crossing restriction. Approach then gave us a climb to FL190. In the climb the FD Mode Off annunciator came on. We then turned direct to ZZZZZ1. Within a few seconds ATC queried us and asked where we were going. He told us to turn back to our originally assigned heading from the SID. We continued on uneventfully.

I think several things came into play today. It was a swapped crew in the middle of my day. We haven't been flying very much in the past three months, I didn't sleep very well the night prior due to noisy rooms next door. And finally we were too hasty in responding to the FD mode annunciator, which should have been in HDG for this departure.

## Narrative: 2

After having briefed the ZZZZZ X ZZZ1 departure on the ground, on departure we were given an amended climb unrestricted to 190. At about that time the FMS, upon reaching the end of the departure nav fixes, gave us the FD mode amber warning, I referenced my transcribed clearance from our paperwork and I mistakenly got us moving direct to the next fix ZZZZZ1 listed after ZZZ1 instead of maintaining the runway heading as we had briefed. ATC issued a lower level off of 120 and asked where we were going, we read back to the above fix and we were corrected and admonished to maintain the runway heading per the chart.

Suggestions: The usual, slow down, make sure everyone is on the same page, if in question inquire. There is some rust from the minimal frequency of flying, and my personal expectations of How fast we can move things along needs to be revisited.

## Synopsis

Flight crew reported not flying the assigned heading on departure and being corrected by ATC. The crew referenced lack of flying as a contributing factor.

ACN: 1746772

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 2300

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1746772

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Training / Qualification

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Issued New Clearance

## Assessments



Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While on a heading of 150 to intercept final, at 2,300 feet and inside of ZZZZZ. We were cleared for the visual for XXC. We were using the ILS/LOC XXC as back up. My intent was to stay in NAV mode, white needles to intercept and then hand fly the remainder of the approach. As we approached the final course, the white needles were not moving as I expected and while "heads down" to confirm that the automation was set correctly the Captain said to turn. I looked up and realized we flew through the final course. I believe I turned off the autopilot, but hesitated in turning because I was unfamiliar with the airport. The Captain took control and corrected, ATC advised us of the course deviation, I replied that we were correcting. Once the Captain got us re-established on final he gave me control back, we were above 1,000 feet AGL, and we landed uneventfully.

Scan breakdown, my failure to look outside when distracted by the automation. This was also my first time flying into ZZZ so when I looked up, it took a few seconds to orient myself. On our debrief, both the Captain and I realized neither one of us sequenced the FMS when ATC started to vector us for the approach. This caused the issue with the white needles not moving. This trip was to maintain landing currency, I have not flown since the early April. I was also ZZZ1 based [flying] the Aircraft Y type. This trip was on the Aircraft X type, which I have not flown in a while.

Basic airmanship: Aviate, Navigate, Communicate. Good scan discipline. Follow SOP in regards to the automation. Anticipate problems when flying into unfamiliar airports.

## Synopsis

Air carrier First Officer reported experiencing a course deviation and stated being away from flying was a contributing factor.

ACN: 1746769

## Time / Day

Date : 202006

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1746769

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

While on the localizer course to XXL into ZZZ, the FO, acting as PF, placed the aircraft into heading mode and green needles approximately 35 NM from ZZZ to have the aircraft track the localizer to the runway. However, before arming the LOC mode on the aircraft FCP, the FO failed to realize that the selected course for the localizer NAVAID was set to approximately 347 degrees, instead of the appropriate 273 degree inbound course. When the aircraft began to turn to the north, the CA, acting as PM, commanded the FO to disengage the autopilot and hand fly the aircraft back on to the localizer, which the FO promptly did. ATC instructed that a 250 heading be flown to re-intercept. The FO then continued the remainder of the approach without incident.

This event can be attributed to a simple lack of proficiency on the part of the First Officer. The FO explained that he had been on prolonged time off, and had not flown the aircraft for approximately three months. This trip was assigned to prevent his takeoff and landing currency from lapsing. Unfortunately, due to the current COVID pandemic crisis, this extended leave period caused the FO's instrument cross-check and automation management skills to decay slightly.

In the future, it is suggested that the aircraft not be placed into green needles to intercept localizer NAVAIDs at such a great distance from the runway. The aircrafts automation is likely to be very imprecise and unpredictable and should rather be switched to green needles much closer to the runway. It is also suggested that the FO make a habit of verifying that the correct inbound course is selected on the PFD before commanding the aircraft automation to use green needles. Finally, despite these highly irregular circumstances facing the company and the aviation industry at large, I would recommend that the First Officer try to pick up flying somewhat more often, in order to avoid this sort of skill decay.

## Synopsis

Air carrier Captain reported experiencing a track heading deviation due to FO entering the wrong heading on the PFD. Captain and ATC caught the mistake and corrected the heading.

ACN: 1746754

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 500

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1746754

Human Factors : Situational Awareness

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1746758

Human Factors : Time Pressure

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : FLC Overrode Automation

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

The event occurred on the visual approach to XXR. We were turned in a bit tight to intercept the final and I was slow in getting a rate of descent established sufficient enough to capture the glide slope. We turned the flight directors off and autopilot off and continued. We were stable by 500 feet but exceeded 1,000 FPM below 1,000 feet AGL. I think I reached 1,300 FPM during the correction to capture the glide slope. The landing and taxi in was uneventful.

First leg of a three day trip after being off for a few days may have played a role. I haven't done a whole lot of flying since being off for 2 months.

My proficiency is coming back to pre-coronavirus time off slowly but surely.

## Narrative: 2

We were on visual approach to XXR at ZZZ. PF was late starting down to catch the glide path. Configured and approximately one dot high and ten knots fast at 1,000 feet, unstable but correcting. Stable by 500 feet but had inadvertently reached a VVI of about 1,300 FPM for a short period below 1,000 feet in the process. Landing was uneventful.

Cause: A lapse in monitoring the descent rate by both pilots. An earlier recognition of developing circumstances that could lead to instability would have likely mitigated this occurrence.

## Synopsis

Air carrier flight crew reported experiencing an unstabilized approach, disconnected the autopilot and stabilized at 500 feet and landed uneventfully.

ACN: 1746744

## Time / Day

Date : 202006

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase : Takeoff / Launch

Airspace.Class D : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Phase : Takeoff / Launch

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Check Pilot

ASRS Report Number.Accession Number : 1746744

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Detector.Person : Flight Crew

When Detected : In-flight  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

After getting the ATIS, requested taxi clearance from hanger/ramp on taxiway Romeo 2 to Taxiway Alpha for a departure southeast. Tower replied, "Present position, cleared for takeoff" without acknowledging the request to taxi to Alpha. I told the pilot flying, that the Tower Controller didn't hear the request and to once again request taxi clearance to Alpha for the departure. He did so and Tower cleared us to Alpha for takeoff to the southeast. This is unusual, as they normally clear us to Alpha only, then once ready, we are to let them know we are ready for takeoff. They will then clear us for takeoff from Alpha. We taxied on out to Alpha and I told other pilot to get confirmation from the Tower that we were indeed actually cleared for takeoff. He did so and Controller confirmed that we were cleared for takeoff from Alpha. During this time, I noted that they were using both Runway X and Runway YY. We departed Alpha, parallel Runway X and flew straight out and started our turn southeast as we passed abeam the Tower as is customary. I heard the Tower Controller talking to an aircraft using Runway YY earlier and as we started our southeast turn, saw an aircraft climbing out from Runway YY on what would have been a collision course for us both. Other pilot saw a different aircraft he pointed out, but I pointed out the one that was the immediate threat which surprised him as he had not seen it. I told him to hold his altitude and turn hard right to pass behind the aircraft climbing out to the north from Runway YY. After we were obviously clear now, I contacted the Tower and asked about us being cleared for takeoff with another aircraft coming off of Runway YY at the same time? We had not been given any notification, advisory nor restriction concerning the Runway YY departure at any time. The Tower Controller replied that the aircraft that we avoided would be "coming back around" (assuming that meant staying in the pattern) and to maintain visual separation. I told the Controller that we were now behind and would stay below that aircraft until clear to the southeast. We passed well below him, now back southeast-bound, as he was establishing a downwind for Runway YY. As I remember, I repeated my query as to the conflict to the tower, but there was no further comment concerning any of this from them. We continued southeast for our transition training flight without issue, including working with the tower quite a bit later in the flight around Delta Taxiway, Runway YY and finally around the X area. There were no further issues or comments and the training flight continued smoothly.

The ZZZ Tower has been doing some controller training and it is my understanding that the Controller is a trainee. This was evident during the early days over the last couple of months since Controller arrived, i.e. getting tongue-tied, or occasionally being corrected by the experienced Controller in the cab, etc. This is to be expected and basically a non-issue as with any new person learning their job, while on the job. There have been some frustrating times in that my students and myself have made multiple radio calls to the Tower with various controllers and either had a long delay prior to an answer, (with little or no other traffic at the airport) no answer at all requiring a second call, or several times, a change of radio to find out if the problem was in our aircraft or them for some reason not hearing us, or worst case, not paying attention. During this same flight for the report today, we had requested an approach to and use of Taxiway Delta to do some ground

reference work. They cleared us on a right base for landing on Delta and other pilot answered their transmission as appropriate. About a minute later, the Tower called us back to see if we could hear them. Other pilot replied once again to their directions but neither of us can figure out if there was a radio issue in the aircraft, or why they did not hear the first reply? We heard both their calls loud and clear, and they apparently heard our reply loud and clear only on the second attempt. This report is being submitted, not due to a deviation on my (our) part, but due to the potential collision hazard that the Runway YY departure presented with our own departure at nearly the same time without notification or restriction by the ZZZ Tower. My general impression over the last couple of months, to include since the COVID-19 problem began, that there has often seems to be a lack of attention coming from the Tower as to communication and complete situational awareness. I am hoping that by bringing this incident up in this format can somehow improve the situation so that it is a safer environment for all of us.

## Synopsis

Pilot reported departing a runway and then observing an aircraft departing from a crossing runway causing an airborne conflict.



ACN: 1746738

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 5150

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Check Pilot

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1746738

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1747003  
Human Factors : Training / Qualification  
Human Factors : Confusion  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation - Speed : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Company Policy

## Narrative: 1

As a line check airman, I was teaching and providing operating experience to a First Officer (FO) transitioning back to the Aircraft X type, after flying another aircraft type. I was the pilot flying and the trainee FO was in the pilot monitoring role. During our arrival into ZZZ, we received a STAR change from the ZZZZZ arrival to the ZZZZZ1 arrival due to East flow in ZZZ. This clearance was initially given without a runway transition, so we followed company procedure and put in the ZZZZZ1 arrival with XR Transition per the approach notes. At this time, we both mentioned that XR was closed, but decided to follow company procedure with the intention of changing the runway later.

The FMS and Automation systems from the trainee's previous aircraft had an auto-throttle and VNAV system. The Aircraft X type does not have these systems, so the descent needs to be manually managed with the thrust levers and vertical speed. The difficulty was compounded because we were using a single FMS Aircraft X type which is physically located in the 4 o'clock position from the Captain, making it nearly impossible to monitor the flight instruments and FMS simultaneously. I was teaching some techniques to manage the altitude and speed adjustments during the RNAV star. When the PM checked in with approach control, we were assigned Runway Y as anticipated. We tuned in the localizer frequencies and briefed the changes for runway Y, but neglected to reprogram the FMS due to the high workload of managing the STAR restrictions.

During the downwind portion of the STAR, ZZZ Approach assigned us to descend to expedite descent to 5,000 MSL. I aggressively descended the aircraft, and when approaching 5,400 MSL ATC told us to climb and maintain 6,000 MSL. I climbed the aircraft back up using the autopilot, but was confused and distracted by this unusual

change of altitude.

ATC gave us a vector for the base to runway Y. I was verbally instructing the FO how to sequence the FMS for the approach and made a quick visual check to make sure it was done correctly (not realizing the waypoints were still programmed for runway XR). I also coached the FO to change the Navigation mode on the FO's Navigation display for greater situational awareness and in case the FMS is improperly programmed.

ATC gave us an intercept vector over the ZZZZZ2 intersection and cleared us to intercept the Localizer. I intended to initially track inbound on the FMS and switch to the ILS when within 18 NM. I had a mental red flag and thought "That's not right" when I heard ZZZZZ2 but saw ZZZZZ3 Intersection on my MFD. The localizer had already passed for the FO's Nav Display, but due to his lack of recent experience and FMS differences from the previous aircraft, he did not mention this to me. I realized we were overshooting and shut off the autopilot, while turning back toward the south to re-intercept the Runway Y course. As I was doing this, ATC noticed our error and gave us a vector to re-intercept.

As I was intercepting and re-stabilizing the aircraft, I let the aircraft drift up and down about 150 feet. I was also initially slow to get the aircraft slowed to an ATC assigned 160 kts because they were querying us about what happened. I reengaged the autopilot, aggressively slowed the aircraft and we were re-established for a stabilized approach. We were very lucky that XR was closed this day, otherwise a serious traffic issue could have occurred.

Cause: Poorly positioned Single FMS on Aircraft X type, Loading Arrival and Runway Changes using RNAV STARs, ATC altitude change distraction, low and non-recent experience of FO in training environment, overall decreased currency and proficiency of all pilots due to COVID-19 effects on industry, high workload during RNAV STAR.

Neglected to reprogram FMS and verify waypoints for correct runway after ATC assignment, Untimely Teaching, FO not speaking up about localizer movement.

I will guard against untimely teaching and focus more on my primary responsibility of flying and monitoring the aircraft, especially close to the terminal area. When training pilots coming from another aircraft, I will start from an assumption that their situational awareness is nil and that they might not have the recency with procedures, Flight Guidance, and FMS to back me up. I will be extra careful to listen and put runway changes into my FMS soon after they are assigned by ATC.

## Narrative: 2

Left seat pilot (PF) Right seat pilot (PM). There was a lack of communication between the check airman and trainee due to the check airman focusing primarily on training instead of flying the airplane. During the departure briefing, as a right seat pilot, I asked to load Runway Y instead of Runway XR although STARS was saying Runway XR. This was because Runway XR was closed according to ATIS. But the left seat pilot replied that we should load the FMS with the runway on STARS and he would correct it when we received our runway assignment. While cruising, left seat (PF) and right seat (PM) executed positive exchange of controls for the arrival briefing. Suddenly things changed by ATC; such as arrival and runway while trying to stay away from weather.

Meanwhile, left seat pilot asked for weather related deviation 15 degree to the right. I asked to make sure right or left because there were storm cells to the right. Left seat pilot affirmed and asked again to the right. I requested from ATC 15 degree to the right due to

weather. ATC was astounded and repeated the question "Are you asking for left or right?" I said right, ATC replied standby and 10 seconds after approved weather deviation to the left because of the weather to the right. We then established left deviation from current heading to avoid weather. After left seat pilot finished the arrival briefing, we executed a positive exchange of controls and right seat resumed PM duties. When the left seat then resumed PF duties, the high speed warning occurred 3 times. Both side frequencies and courses were set for Runway Y, but the FMS was still on Runway XR. ATC instructed us to descend and maintain 5,000 feet from 6,000 feet. While we were around 5,300 feet, ATC instructed us to climb and maintain 6,000 feet. PF did not change the altitude. I said again, ATC assigned 6,000 feet. He bugged 6,000 feet and verified but he did not start climbing. I reminded him again that we should climb to 6,000 feet and he finally started climbing. I then verified once more with ATC to ensure assigned 6,000 feet was correct. We got vectors to Runway Y ILS and as a PM, I switched to green needles to make sure all was OK.

While left seat was on FMS, I figured out we were going to deviate from Runway Y course and I pushed the TCS and started turning to the right. Simultaneously, left seat pilot kicked the auto pilot off and back to Runway Y course. ATC advised us of a 20 degree deviation while we were around 210 KIAS and asked to reduce speed to 170. I offered gear down, but left seat pilot did not respond. I offered gear down again and ATC then asked to reduce speed to 160 KIAS immediately. Finally, PF asked for gear down and flaps 22. I was almost going to ask to go around, but we corrected and were able to configure the airplane. We made it stable and landed without much hassle.

Cause: Lack of crew communication. Mutual errors. Lack of verification when FMS was set up due to changing STARS and runway and fast paced environment. Meanwhile, left seat pilot was talking about topics related to training purposes. As a result, the aircraft automation established us for Runway XR instead of Runway Y.

Always take your time. If behind the airplane, ask for help from ATC. If you cannot descend or climb immediately due to lack of crew communication, advise ATC unable. Make sure both pilots are on the same page regardless of their level of experience, seat or check airman status. We are human beings and we may make mistakes, therefore CRM plays a crucial role in the safety of flight instead of being single pilot. It is a gray area and a question between left seat and right seat pilots of what action would be better if STARS is saying a specific runway and that runway is closed. I learned from this event that the crew should be strict about the sterile cockpit rule regardless of it being a training event. Therefore, both crew members can then focus on flying the airplane in order to prevent staying behind the airplane. Finally, the most important thing I have learned from this event is regardless of the other pilot's position/status, do not assume they will do everything correct.

## Synopsis

Air carrier flight crew reported experiencing an unstabilized approach and setting up to land on a closed runway with anticipation of changing to landing runway later.

ACN: 1746726

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1746726

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1746731

Human Factors : Time Pressure

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

After departing ZZZ we received an ATC clearance to proceed direct to ZZZZZ. After referencing the FMC I replied that ZZZZZ was not on our flight plan and that we were routed RZZZ after ZZZZZ1. ATC then asked to verify our routing after ZZZZZ1, this is where we discovered what we had loaded into the FMC, and our Jepp app was different than our ATC clearance. We worked out routing with ATC and proceeded to ZZZ1.

Waiting for the aircraft to arrive late in ZZZ the Captain called Dispatch to discuss a northerly routing they had us planned for that appeared to take us closer to some weather than our more normal routes. The Dispatcher agreed and it was decided to change the route. The amendment came through and reflected the new routing. Once on the aircraft the route that uplinked to the FMC was the new routing as well.

Relevant factors include first and foremost time compression from the late inbound aircraft exacerbated by slow deplaning and mechanics in the flight deck, a nonstandard gate that required a lengthy walk to and from ops for paperwork as well and 6 MELs one of which was added at the last minute. Additionally, it's rare to get a PDC clearance furthermore the format has changed since it was the norm, this coupled with expectation bias resulted in misreading the PDC. The departure and first few fixes of the PDC were exactly the same as our "new" routing additionally a line under the route titled "REVISED SEGMENT" stated NONE. All combined with COVID and the fact we are not flying as much as we used to.

In this case it had been in excess of an hour and a half since the Captain had called Dispatch and discussed the route change to when we departed. Along with the time compression, multiple amendments and MELs I had forgotten about the route change until we were airborne talking to ATC. In the future whenever there is a route change initiated by the flight crew and or Dispatch, I will be sure to mention it as a threat during the departure briefing in an effort to promote a more rigorous scrutinizing of the clearance, flight plan and loaded route.

## Narrative: 2

Late changes to filed oceanic route clearance led to confusion of clearance after takeoff. As these reports usually start, we were under abnormal time constraints with a late inbound aircraft. Dealing with 5 MELs to decipher, and another last minute MEL addition, coupled with amendments to both our route and our release.

Having called Dispatch while waiting for the inbound aircraft, I requested slightly different routing due to some forecast turbulence plots on our original route. The Dispatcher agreed and reran our flight plan. It turned out to be a minute shorter in flight time and seemed like it would be a smoother route.

Here's where it went awry. I was led down the wrong path by two factors, (traps). First our "new" clearance, on the release, was similar to our old, and, as it turns out, only filed clearance. Secondly, the clearance printout from ATC, has two sections. The first reads \*\*filed route\*\* which was exactly the same for the first two positions but is an incomplete route. The second reads, \*\*\*revised segment\*\*\* which read, NONE. As I was confirming the route and there were no revisions according to the clearance, I used the master flight plan print out as my cross check. Climbing out of ZZZ, we were given direct to a point not loaded into our FMC. After some confusion we figured out that the "old" route was the one ATC got and subsequently had given us. It seems that while we had been given an amendment to our flight plan on our paperwork, ATC had not gotten the "new" route. While still in radar contact and talking to ZZZ departure, we re-filed in the air to the route we both, had paperwork (master flight plan) for and had loaded in the FMC. Clearance was given and we proceeded on the route without further ado.

Recommendation would be to allow a FULL route, meaning the entire route, to be printed off with the actual clearance. Instead, for some reason we only get the first few points and if, as in our case, there is nothing in the \*\*\*revised\*\*\* sections, we are to assume the rest of the route is the same as our paperwork. Obviously a trap in our case.

Lessons for myself, resist expectation bias, confirm route on both documents, (clearance and master flight plan), and most importantly, after having so much time off, be extra methodical, ESPECIALLY when hurried by outside influences.

## Synopsis

Air carrier flight crew reported during climbout they received a route change that was not on the filed route.

ACN: 1746706

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : TX

Altitude.MSL.Single Value : 6000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1746706

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1



Upon reaching ZZZZZ on the ZZZZZ1X arrival, approach control issued clearance to descend to 6,000 feet. As PF, I selected 6,000 on the MCP and pressed level change to initiate descent. However, as I was referencing the iPad I noticed the aircraft banking left and immediately checked the MCP and realized I had accidentally pressed the heading select switch next to level change, with the bug displaced to the left, causing the aircraft to initiate a left turn. I immediately adjusted the bug to correct heading and maintain course to the next waypoint, however approach already noticed the slight deviation and issued a corrective heading. The time between our initial turn and corrective action was less than 5 seconds and the deviation was minimal, however we were in terminal environment with approach coordinating multiple arrivals and departures so it was not surprising that they immediately noticed.

Proximity of heading and level change buttons require extra attention to ensure aircraft is correctly maneuvered.

Normally I verify the selection of the mode control panel and verbalize the type descent as I check the FMA. Not exactly sure why that didn't happen this time. Perhaps a little rusty with the decreased flying over the last three months. In retrospect, I think disengagement of the autopilot as soon as I noticed would have made it a quicker course correction with less deviation.

## Synopsis

Air carrier Captain reported a track heading deviation after accidentally pressing the heading select switch.

ACN: 1746571

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1746571

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

We were cleared for the visual approach to Runway XXR. Sometime around ZZZZZ, approach told us to maintain 160 KTS till ZZZZZ1 and contact Tower at ZZZZZ1. Upon arriving at ZZZZZ1 the First Officer/Flying Pilot asked for gear down, flaps 3 and landing check list. I got busy doing it and forgot to contact Tower at ZZZZZ1. Subsequently we landed on Runway XXR without a landing clearance. We contacted the Tower as we cleared the runway and they gave us taxi instructions to hold short of Runway XXC and never said anything about us landing without a clearance.

I got busy and missed it. I'm new on the plane and have not been flying much lately and not yet as comfortable as I would like.

Pay more attention.

## Synopsis

Air carrier First Officer reported forgetting to get a landing clearance from Tower.

ACN: 1746549

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 200

## Environment

Weather Elements / Visibility : Turbulence

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1746549

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Took Evasive Action

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Weather

## Narrative: 1

On short final below 200 feet with a reported 10 KT quartering tailwind the approach became unstable and the Captain executed a missed approach. On the way to the hold ATC informed the crew that the wind was gusting now to 18 kts. Due to the low ceiling the RNAV was not available and due to the high tailwind the ILS RWY was not available. Crew diverted to filed alternate.

Crew recognized unstable conditions and executed a missed approach. Both pilots were called on reserve near the end of their duty day. The weather report was not as bad as actual conditions. There was approximately a 30 KT tailwind on the approach until around 400-500 feet final when the tailwind began to fluctuate between 10 and 15 KTS. ATC reported the gust on final and the aircraft became unstable at low altitude. Crew executed a missed approach. Also of note, due to MEL XX-XX-X the EGPWS Windshear mode was inop. Also this was the Captain's first flight in nearly 2 months.

Crew obtained the latest weather from ATC which confirmed the gusting tailwind and deteriorating conditions. Crew noted that while the weather was worse than forecast, it was not forecast to improve for several hours. Due to the deteriorating conditions, lack of available runways to land on, RCC 5, nighttime, and a lack of recent flight experience, the crew elected to divert.

## Synopsis

Air carrier Captain reported executing a go-around due to a quartering tailwind and then electing to divert to filed alternate.

ACN: 1746536

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 13300

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Small Aircraft

Flight Plan : IFR

Flight Phase : Final Approach

Route In Use.Other

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1

ASRS Report Number.Accession Number : 1746536

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : CFTT / CFIT

Detector.Person : Air Traffic Control

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I was working 2 sectors at the time of the event, XX and XY. We had previously moved around positions around the room several times before this actual configuration, but this configuration is how things were normally done before the COVID scheduling.

The event is as follows: Aircraft X is going to ZZZ from the west and requests the RNAV

RWY X Approach into ZZZ airport. I glance at the NOTAMs and the procedure, and clear them to cross ZZZZ (the IF) at or above 150 to meet terrain (XXX) and the crossing restriction of ZZZZ (XXY). The pilot continues to descend the aircraft for the approach at ZZZZ to XXY, but is now below the terrain on an unauthorized approach. The aircraft was cleared for the approach at [time] and canceled IFR moments later after going below the MEA or MIA at ZZZ Center.

I feel there were several factors leading to the event. Most notably would be the way ERIDS [En Route Information Display System] shows us our NOTAMs. Typically you read over the NOTAMs in a quick fashion when your busy and discard the long NOTAMs that never say anything important. Any NOTAMs that come after these elongated NOTAMs are typically not applicable as well. In this particular instance, the very last NOTAM listed was very much applicable saying this approach to ZZZ airport (the RNAV to RWY X) is NA (not authorized) even though it's been published for several months.

The next factor is the complexity. Before these last 2 days of work, I had previously never worked a busy session since COVID scheduling began. I wanted to switch back to days to continue to hone my skills as a Controller and I believe I have, but that still doesn't take into account how busy things have picked back up and how available people are during a day shift for help if it's needed (which there is not).

The next factor was traffic volume. I was fairly busy dealing with multiple things all over the sectors and that probably didn't help when it came time to look at the NOTAMs for this specific airport. I probably glanced over something that should have in my opinion jumped out at me more.

The next is the way we are briefed for these things. Being briefed for this new approach probably happened prior to the COVID scheduling and with so much time in between now and then, it is just a lost thought. I never even knew we had an approach to RWY X at ZZZ airport in State X until this aircraft requested it. And that goes into my next point.

Typically pilots don't request something that is NOTAMed Not Authorized or closed, but I didn't just have 1 aircraft request that approach today, I had several. All about 15 mins-20 mins apart. This is the only instance in which I cleared them and they got below terrain before canceling IFR, but it was still an issue.

I would recommend a different way to show NOTAMs on our ERIDS at the facility. Too often we miss something as we read over them because the very elongated NOTAMs are never applicable and NOTAMs that come after them are almost never read.

The second thing I recommend is to be briefed better on items such as this. Maybe I was briefed on the approach earlier in the year, but to know that now the procedure is NOTAMed NA is a different thing entirely. Sheets should be posted on the position that controls those aircraft and briefed prior to taking the position every time, which it was not.

I also feel I could do a much better job at reading the NOTAMs entirely.

## Synopsis

Center Controller reported clearing an aircraft for a NA (Not Authorized) Approach, and observing the aircraft descend below the MEA.

ACN: 1746530

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : F11.TRACON

State Reference : FL

Altitude.MSL.Single Value : 3000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : F11

Aircraft Operator : FBO

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class C : SFB

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : F11

Aircraft Operator : FBO

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class C : SFB

## Person

Reference : 1

Location Of Person.Facility : F11.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Departure

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1

ASRS Report Number.Accession Number : 1746530

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events



Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

I was working mostly student pilots on practice approaches and practice holding. The weather was building off the departure end of SFB departure end of the 9L & 9R. Aircraft X came from Sector K or Sector D and should have come over at 040 as per the LOA, but came over at 030. I did notice that Aircraft X was not at the correct altitude, I knew it might be an issue, but I didn't feel a sense of urgency to climb the flight to 040 and had other things going on.

The majority of my attention was focused on the west side of SFB. Arrivals for ORL were entering my airspace from the north and I was flowing them southwest over the SFB final and to the D sector, which is responsible for working them into ORL. I identified Aircraft Y climbing off of SFB and turned the aircraft north and away from the precipitation which was building to the east. When I issued the 360 heading, I did not evaluate the proximity to Aircraft X.

Frankly, I had been working at a high level for a long period, but was waiting for the traffic to die down. More and more IFR releases were flashing from SFB and I was definitely getting the feeling of reaching the edge of my skill level. I did ask for the sector to be split, but by that time I had already had an error.

I was under the impression that the flight schools would not be operating at full capacity because of the Coronavirus epidemic, but they were out in full force. I should have asked for help sooner.

I should have asked for the sector to be split about 30 minutes sooner. Once the sector was split, traffic was easily manageable. Even in times of normal staffing, I feel there are never enough controllers to split sectors without running long position times.

## Synopsis

F11 TRACON Controller reported a conflict after an aircraft came over at the incorrect altitude.

ACN: 1746513

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 35000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use.STAR : ZZZZZ 2

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 8700

Experience.Flight Crew.Last 90 Days : 30

Experience.Flight Crew.Type : 800

ASRS Report Number.Accession Number : 1746513

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 6000  
Experience.Flight Crew.Last 90 Days : 40  
Experience.Flight Crew.Type : 1000  
ASRS Report Number.Accession Number : 1746518  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

The mission on this day was a little unusual and because of the recent COVID pandemic our flying has diminished substantially. We had to fly from ZZZ to ZZZ1 then fly and empty leg to ZZZ2. We picked up passenger in ZZZ2 and went back to ZZZ1 to pick up additional passenger before returning to base in ZZZ. We had about a 1.5-2 hour break while in ZZZ2 for lunch.

To simplify operation we decided that I would be Pilot Monitoring for the first two legs, ZZZ to ZZZ1 and ZZZ1 to ZZZ2. I would be Pilot Flying for the last two legs. To help expedite our ground time I opted to load up our upcoming flight plans in the secondary flight plan so after we landed and received our clearance all we had to do was activate it and verify it.

I think this is where something went wrong. I loaded up the flight plan for ZZZ2 to ZZZ1 while we were flying to ZZZ2. I opened our flight plan and loaded it up the way we filed it; route. When we got to ZZZ2 attempting to land on Runway XX we experienced wind shear causing us to go-around. After a successful recovery we were able to come back and land without further incident. The reason I mention the wind shear event is because it changed our planning on departure runways.

After lunch we loaded up our passenger and called ZZZ2 clearance to change our runway from XYL to XX because we experienced wind shear on the way out. We thought it would be prudent to depart with more of a headwind component than a crosswind component. This caused a significant change in our flight plan. We would now depart Runway XX via the ZZZZZ to ZZZ3 [Jet route] thence ZZZZZ1 for the arrival. I believe this is where the error happened. I am not sure if it was a human factor error or a computer error.

We both looked at the FMS and noticed a few discontinuities. After discussing them together we cleared up the issues and launched. While in cruise the aircraft flew from ZZZZZ1 to ZZZZZ2 and somehow [6 additional intersections] were missed. A few miles abeam ZZZZZ3 Center requested a 20 degree turn to the right and asked us if we were on

an arrival. We responded affirmative. ATC then told us that we should have been flying over ZZZZZ3 at the time and said that it was ok, we would fly back into their airspace and then be cleared directly to ZZZZZ2. After that everything was normal all the way to our destination and to our home base.

We discussed this in detail and determined that we should have looked at each fix to verify instead of just looking at the flight plan page. Normally this is something we do but because of recent events we chocked it up to complacency due to lack of routine. Obviously this is no excuses for pilot error but I thought it important to share my experience because it is something that can easily happen with the way our flight plan is displayed in the FMS. You can verify your route easily a few different ways in a few different formats. I am thinking, hypothesizing, guessing what happened was in the secondary flight plan the routing was [route] ZZZZZ1.ZZZZZ2 but when we got our route change due to the runway we missed an important part. I think with the change the FMS read ZZZZZ. [route] ZZZZZ1 ZZZZZ2 (note the lack of the period, I think the route in the FMS was [route] ZZZZZ1 direct to ZZZZZ2). This cause the airplane to go from ZZZZZ1 direct to ZZZZZ2 and not actually on the arrival.

In the future it is important for any routing but especially complex departures and arrivals to verify each fix. Not just verify they are in the flight plan page.

## Narrative: 2

The other pilot (PF) programmed the FMS from an earlier flight and stored it. The actual clearance we received was different then what was filed, SOP changes had to be made. It was done rapidly by him and I failed to check the change against the chart. For some reason when the change was made, it didn't load the entire arrival but just the initial fix was flown to (ZZZZZ1) then it went direct to ZZZZZ2 instead of flying the fixes in between. ATC called to query us (as we were off route). We immediately requested a heading, corrected and reloaded the approach and got back on course. We briefed after the flight and adopted a full review procedure when storing routes (especially when unfamiliar).

## Synopsis

Pilots reported entering the incorrect routing in the FMS resulting in a track heading deviation.

ACN: 1746493

## Time / Day

Date : 202006

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ILG.Airport

State Reference : DE

Relative Position.Angle.Radial : 330

Relative Position.Distance.Nautical Miles : 2

Altitude.MSL.Single Value : 2000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : PHL

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Initial Climb

Route In Use : Vectors

Airspace.Class D : ILG

## Aircraft : 2

Reference : Y

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Airspace.Class D : ILG

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Experience.Flight Crew.Total : 3420

Experience.Flight Crew.Last 90 Days : 34

Experience.Flight Crew.Type : 325

ASRS Report Number.Accession Number : 1746493

Human Factors : Communication Breakdown

Human Factors : Human-Machine Interface  
Human Factors : Situational Awareness  
Human Factors : Workload  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Flight Crew : Returned To Clearance  
Result.Flight Crew : Took Evasive Action  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

Departing Runway 1, given initial heading 330, climb to 2,000. Tower handed off to PHL Approach. Approach cleared me to 9,000. Approach then called Traffic Alert one o'clock turn immediately to 270 degrees. After I did not respond immediately, Approach said 'radio check' turn immediately to 270 degrees. I responded, turned and continued my climb. Traffic (I never saw) passed behind me. Several factors contributed:

1. Other aircraft was in ILG Class D airspace apparently not in contact with ILG Tower or Approach.
2. ILG Tower Controller may have been 'in training.'
3. PHL Approach Controller was incredibly busy, potentially missing the potential conflict until he received a traffic alert. As the country is 'opening up' post COVID, anticipated level of weekend air traffic appeared to be underestimated.
4. Controller called the traffic at 1 O'clock, turn left. Natural tendency to want to look for the traffic, which would be blocked by the engine/wing in the turn. This delayed my action. Suggestion: Controller state 'Traffic Alert' make immediate turn to XXX. Do not state the location of the traffic. If it's that urgent, it's too late to start looking.
5. My avionics unit was in flight plan mode (anticipating getting a 'cleared direct to' (which I received almost immediately after the incident)), not traffic mode. Even though I was in Class D airspace, overlaid by Class B, on an IFR clearance and given a Radar Vector, it was VMC. Having the avionics unit set to traffic would have potentially provided an additional traffic alert. Difficult to say as this all happened in the first 60-90 seconds after takeoff when workload is at the highest.

## Synopsis

Pilot reported receiving a traffic alert shortly after takeoff requiring immediate evasive action. Pilot noted that the PHL TRACON Controller seemed incredibly busy, thereby potentially missing the conflict.



ACN: 1746463

## Time / Day

Date : 202006

## Environment

Light : Daylight

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Cabin Lighting : High

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
ASRS Report Number.Accession Number : 1746463  
Human Factors : Physiological - Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Company Policy

## Narrative: 1

During cruise, we ended up circling for over 30 minutes due to a thunderstorm on the field in ZZZ. The airport was closed and we were holding. During this time, my C Flight Attendant and I started feeling dizzy. We both attributed this to the burden of wearing a mask the entire flight. Fortunately in descent, we both started to feel normal, but it was unsettling to think about what could have happened if 2 out of 3 of us became ill during the flight. On a side note, when working C it is impossible to properly brief the exit row passengers without taking a mask partially off one's face. The customers cannot hear us, understand us, and as I previously reported, I had to remove a passenger from the exit



row because it was impossible to tell how old he was with his face covered up.

Masks cannot be feasibly worn for 7-10 hour duty days. Masks only need to be worn during boarding, deplaning and walk throughs. This is becoming a huge safety issue.

## Synopsis

Flight Attendant reported feeling dizzy along with another Flight Attendant and attributed it to having to wear a protective mask.

ACN: 1746444

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1746444

Human Factors : Training / Qualification

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

When Detected : Taxi

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

After clearing Runway XXR at Taxiway 1X high speed, Tower issued instructions to taxi on 1 to 2X. We had previously briefed a hard left turn on 1 to 2Y as the likely taxi route. Upon the left turn I noticed all the mothballed aircraft on 2Y, and Tower advised us we turned the wrong way on 1. We didn't have room to do a 180, so Tower had us taxi to 1Y, then take the runway to 1Z, for turn around and normal taxi to ramp from there.

A combination of things. Long duty day after X days on the road. Expectation bias for taxi. Missed NOTAM in a lengthy taxiway closure novel. Tower not being more explicit with instructions, i.e. "taxi north on 1," running an after landing checklist distracting the First Officer from actively listening to instructions. Airport authority allowing taxiway to be used for mothballed airplanes while many other taxiways closed for construction.

Minimize long duty days with an almost X hour "drool" in ZZZ before second leg, especially after a week on the road. Better depict NOTAMs, perhaps with a visual indication of closures rather than alphabet soup. I should have delayed after landing checklist until after confirming taxi route. Also, avoid expectation bias due to previous experience.

## Synopsis

Air carrier Captain reported a taxiway incursion due to expectation bias.

ACN: 1746439

## Time / Day

Date : 202006

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1746439

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Dispatch

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Ambiguous

## Narrative: 1

After reaching top of climb, Operations notified myself and the Captain via ACARS that the flight release was not signed prior to departure. Earlier, during our crew brief, the Captain asked if I had reviewed the release. I answered in the affirmative. He said he would print it out via the iPad app due to our COVID-19 procedures. This is "our" usual work-flow due

to COVID procedures - we each review the release on our iPads individually and then discuss any concerns prior to the Captain signing and printing the release from his iPad.

Technology challenges that are being experienced due to COVID-19 procedures. [We] are used to reviewing the release on screen together and Captain's sign via a network computer. Using the iPad is not as reliable.

We should not be sent a final manifest unless the release has been signed. I'm not sure if the work-flow for the manifest being signed includes steps completed by operations/dispatchers, or if it is automated through the system ramp agents use, but add a "checklist" step that checks for a signed release would 100% prevent this from happening in the future.

## Synopsis

Air carrier First Officer reported being notified that the flight release had not been signed prior to departure. The FO stated that technology challenges as a result of COVID-19 procedures contributed to the event.

ACN: 1746434

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Mission : Passenger

Flight Phase : Parked

Maintenance Status.Records Complete : N

Maintenance Status.Maintenance Type : Unscheduled Maintenance

Maintenance Status.Maintenance Items Involved : Repair

## Component

Aircraft Component : Escape Slide

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1746434

Human Factors : Troubleshooting

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1746753

Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Pre-flight  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Incorrect / Not Installed / Unavailable Part  
Contributing Factors / Situations : Human Factors  
Primary Problem : Procedure

## Narrative: 1

During my before start flow on the door/oxy page I found that the over-wing exits were not "ARMED" Maintenance was summoned and after much investigation it was discovered that the airplane was taken out of storage a few days prior. When the airplanes are "mothballed" a pin is installed in the blow bottle for the slide so that they are not inadvertently deployed. What I find disturbing is this airplane was being flown for a number of days with the over-wing exits unarmed! Very unsafe and illegal.

Nothing causal just our normal flows/procedures. In these trying times we have pay special attention to proper N numbers, logbook numbers match, databases are up to date etc.

Slow down! Look over the release, do a thorough preflight check. Make sure Maintenance has put the proper notations in the logbook i.e. gear pins removed, pitot static covers removed and Emergency Exit window bottle pins removed!

## Narrative: 2

During before start flows we identified that the over-wing exit slides were not armed. We called Maintenance and they troubleshot the problem. After multiple circuit breaker resets Maintenance appeared to open the exits and then the slides were armed and the exits doors reset. Maintenance documented the procedure in the AML and said that they "reset the system."

It's possible the aircraft flew several times without the over-wing exit slides being armed.

## Synopsis

Air carrier Captain reported that the over-wing doors were not armed and the aircraft had been flown for several days in this condition. The aircraft had recently come from storage and the escape slides had not been enabled for deployment by Maintenance.

ACN: 1746383

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZOB.ARTCC

State Reference : OH

Altitude.MSL.Single Value : 3000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZOB

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : IFR

Flight Phase : Final Approach

Route In Use.Other

Airspace.Class E : ZOB

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZOB

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : IFR

Flight Phase : Final Approach

Route In Use.Other

Airspace.Class E : ZOB

## Aircraft : 3

Reference : Z

ATC / Advisory.Center : ZOB

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : VFR

Flight Phase : Final Approach

Airspace.Class E : ZOB

## Person

Reference : 1

Location Of Person.Facility : ZOB.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1

ASRS Report Number.Accession Number : 1746383

Human Factors : Communication Breakdown

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew



## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

During a session, I had three aircraft inbound to BAX airport. Two were IFR and one VFR flight following. The two IFR aircraft flew instrument approaches to BAX. I forgot to ask all 3 aircraft if they had the weather and NOTAMs at BAX. I have been working 5 days on and 10 days off due to reduced staffing levels. Additionally, I have not had to give an aircraft an approach clearance in a long time. There were no BAX [NOTAMs] to issue aircraft, but I still did not confirm they had the weather for the airport.

I felt unsettled after the session, wondering if I may have missed something when providing approach control services to aircraft. I looked up the requirements in the 7110.65 after the fact. Thankfully, all aircraft were fine, but I failed to be prepared for the task at hand. Knowing my skills may have diminished due to long periods away from the job, I am more aware to anticipate situations that I may be lacking in knowledge. I will be aware of this and seek to refresh myself on procedures I may not normally see often before they occur.

## Synopsis

ZOB Center Controller reported forgetting to ask 3 different aircraft if they had weather and NOTAMs for their landing airport.

ACN: 1746354

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : SLC.Tower

State Reference : UT

Altitude.MSL.Single Value : 5000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Turbulence

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 20000

## Aircraft

Reference : X

ATC / Advisory.Tower : SLC

Aircraft Operator : Personal

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Initial Climb

Airspace.Class E : ZLC

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Air Traffic Control : Fully Certified

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Air Traffic Control.Radar : 2

Experience.Air Traffic Control.Non Radar : 4

Experience.Flight Crew.Total : 1950

Experience.Flight Crew.Last 90 Days : 22

Experience.Flight Crew.Type : 366

ASRS Report Number.Accession Number : 1746354

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

Upon the arrival leg into ZZZ the TRACON controller (very good), assisted us getting around the terribly laid out SLC Bravo airspace. The Controller informed us to contact the SLC Tower upon departure for a transition through the Bravo off ZZZ.

On departure, we contacted SLC ATCT. The Controller issued a beacon code. We did not receive a Bravo clearance however. We began to orbit. We experienced moderate turbulence, up/down drafts and high engine temps as we orbited and waited for clearance. It never came.

The Controller who was clearly working too many frequencies combined was issuing clearances to parked aircraft on Clearance Delivery. This is completely unacceptable. Either the priority of duties is incorrect at SLC Tower or this Controller needs a refresher as airborne aircraft shouldn't be in holding because you're playing catch up on CD.

After finishing a third orbit of getting my brain rattled by turbulence, I called on the frequency with just my tail number. The Controller, who'd clearly forgotten that he was also working airborne aircraft cleared me through the Bravo immediately.

The Tower needs to understand that there is very little reality in the small area where the Bravo doesn't start near ZZZ. This creates terrain alerts and terrible ride conditions, especially for lighter aircraft.

I understand that due to COVID-19 that Controllers are working more frequencies than usual. I get it. This can't happen though. The level of service shouldn't be sacrificed for anything and in this case, it clearly was. Please be better. Airlines not moving on the ground shouldn't have priority over general aviation in the air.

## Synopsis

Pilot reported issues with the service provided by SLC Tower and cited Controller workload as a contributing factor.

ACN: 1746329

## Time / Day

Date : 202006

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Operating Under FAR Part : Part 121

Flight Phase : Parked

Maintenance Status.Maintenance Deferred : N

Maintenance Status.Records Complete : Y

Maintenance Status.Released For Service : Y

Maintenance Status.Maintenance Items Involved : Installation

## Component

Aircraft Component : Nose Gear Door

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person : Hangar / Base

Function.Maintenance : Technician

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1746329

Human Factors : Fatigue

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : Maintenance Action

Result.Aircraft : Aircraft Damaged

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Manuals

Contributing Factors / Situations : Procedure

Primary Problem : Ambiguous

## Narrative: 1

Installation of the RH Nose Landing Gear Door bumper on Aircraft X. After installing the bumper I went back to check that the bumper was secured to door stop. I moved the center control rod out several times checking the bumper security. After being informed on [date] that the aircraft had a returned flight due to the nose gear door problems, I am unsure at this time if the maintenance action I performed was a factor in to the return to field event.

This incident happened during the COVID-19 crisis. After being off for several weeks on a normal sleep routine. We were asked to return to work on a limited and staggered work schedule. I was off work approximately 8 weeks prior. This situation caused me to be off work and on a normal sleep schedule and then returning to work for one day on a night shift schedule. I could tell that I was fatigued due to the abnormal interruption of my circadian rhythm. The task I was performing has very limited instructions in the maintenance manual. I recommend a specific task be written to install just the rubber bumper on the nose gear door stop. These rubber bumpers frequently fall off and it is a common occurrence to replace them. I also noticed that the door stop on the nose landing gear doors can cause the nose gear door to appear open and locked when in fact the over-center linkage of the door is not in its locked position. This could potentially cause a sequence issue during door operation. This situation can be easily missed.

## Synopsis

Mechanic reported that after performing work on the nose gear door, the aircraft had nose gear problems in flight. Mechanic was concerned that fatigue due to changes in work schedule hours contributed to a possible error.

ACN: 1746320

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1746320

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Detector.Person : Passenger

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

ZZZ to ZZZ1 during boarding as Flight Attendant A was preparing cabin for departure. Passenger A seated in seat XXA (which was not her assigned seat) was informed by Passenger B in seat XXB that she wasn't feeling well. (Who should have been seated in seat XXA).

Passenger A asked FA A if she could be moved, felt uncomfortable sitting next to Passenger B. Passenger A was flying home to visit someone who had been in hospital and didn't want to take a chance by flying in to ZZZ seated next to the other passenger. FA A

informed FA B that a passenger was not feeling well and that the passenger seated next to her wanted to move. I moved Passenger A up one row where she should have been seated. And ask Passenger B why she wasn't feeling well finding out she had a sore throat and coughing and just felt bad. I ask if she thought she could fly or wanted medical assistance she said she thought she would be ok and wouldn't need any.

Per Medlink, guest was not approved to fly and was removed. Passenger count was correct and flight departed.

## Synopsis

Air carrier Flight Attendant reported a sick passenger boarded a flight, but was removed from the flight prior to departure.

ACN: 1746311

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1746311

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1746319

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.Flight Crew : FLC complied w / Automation / Advisory

## Assessments



Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

### Narrative: 1

Passenger in Seat XX I asked to put his seatbelt on and please put his mouth covering back on when doing compliance. When in the air the pilots took the seatbelt light off and made to PA. The passenger got up and went to the bathroom in the back of the plane FA-A went to check on first class and when I was up front the pilots called and asked if there was someone smoking in the bathroom. FA-B was on the phone and the passenger had just came out of the bathroom and FA-B ask if he was smoking and he said he was vaping. And there was not fire in the bathroom FA-B checked The bathroom thoroughly. FA-B is talked to the passenger. Pilots called and asked the FAs to tell the passengers to stay on the plane so the Captain can talk to him FA-B told the passengers and also to keep his mask on. Later the man sitting [in Seat XY] came to the back and told FAs that the passenger in XX was not wearing his mask so FA-B took one of the blue masks and gave it to him. The passenger in XX Remain seated when deplaning the captain went and spoke with him.

Recommend no vaping placards in the restrooms.

### Narrative: 2

While in the air passenger in Seat XX went to the lavatory in the aft lavatory. While in the lavatory I was in the aft galley and heard the alarm go off. I was about to knock on the door when he stepped out of the lavatory where I stopped him. I asked him if he was smoking on the plane which he responded that he had, I had told him that it was a \$XX,000 fine and a federal offense, I asked him if it was a vape and he replied that it was. When the Captain called and had asked what happened. I told him that the passenger had smoked/vaped and that he was being compliant and honest. The passenger went to his seat and I checked the bathroom to make sure there was no cigarette or anything in the trash and toilet. The bathroom didn't smell so I have reason to believe it was a vape. The Captain called again and told me that he wanted to speak to the passenger after the flight, so I went up to him to his seat and told him after the flight was done he needed to stay on board so the Captain could speak to him. I had to also remind him he needed to wear his mask while during flight. FA A had told him before he needed to wear his mask as well. During the flight after the situation a passenger came to me and FA A and told us that he wasn't wearing his mask so I got one of our masks and went up to him and politely asked that he wear his mask during the whole flight and if his kept falling down I will provide him with one and handed it to him. After all passengers deplaned he stayed on board and the CA talked to him.

Maybe in the lavatory have it say no smoking/vaping. And maybe add to safety card and the consequences of what could happen if you do.

### Synopsis

Air carrier flight attendants reported that a passenger was vaping in the lavatory and was not wearing a personal protective mask during the flight.

ACN: 1746310

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Cabin Lighting : Medium

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1746310

Human Factors : Fatigue

Human Factors : Workload

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Equipment / Tooling

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Flight attendants experiencing fatigue from extended work hours and additional duties due to change in flight schedules and practices since the onset of COVID-19. On [date] at XA15 Zulu (Z) flight attendants reported for work. At XC15Z flight attendants worked first leg. At XH15Z flight attendants worked a second flight. While on the ground, flight attendants provided water services as well as any additional service requested by

passengers (beverages, coffee, snacks). At XK55Z flight attendants worked a third flight. During this flight, flight attendants confirmed with each other how such a long work day without breaks is causing them to have symptoms of fatigue. Flight attendants are currently unable to take breaks due to passengers staying onboard the aircraft on ground stops. Flight attendants are constantly going back and forth in the aisles serving various beverage requests throughout the ground time as there is no standard protocol for service on ground stops. This results in an increase of flight attendant time in the aisles during COVID-19. The flight to final destination arrived at XS20Z. Flight attendants worked over 18 hours and were given only one break at least 13 hours into their shift that was approximately 90 minutes long. Flight attendants confirmed the length of the day, along with the increased duties during ground stops, causes them to feel that toward the end of the shift they are not able to think clearly which could result in confusion or poor judgement if having to handle an emergency situation. Flight attendants agreed writing a report should be done to address our safety concerns over working such long shifts.

Flight attendants agreed providing a layover among one of the stops between the originating flight, and the last flight of the day, would decrease the work hours to a reasonable duty day. In this case, ZZZ might be a reasonable layover.

## Synopsis

Flight Attendant reported experiencing fatigue from extended work hours and additional duties due to change in flight schedules in response to the COVID-19 pandemic.

ACN: 1746282

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1746282

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

Arrived at ZZZ flight operations to find COVID-19 protocols being used and social distancing being encouraged. The same protocols are in place for boarding and riding the crew buses to our aircraft. We are also encouraged to wear masks in the presence of ramp and maintenance personnel when they board the aircraft. We even found a note saying the cockpit had been sanitized at some point. So, the COVID-19 safety protocol chain was intact until we reached the cockpit.

What we did not find however, were any alcohol-based wipes with which to clean our headsets or wipe down knobs, levers, seatbelts and other touch points in the cockpit. I know the cockpit was supposedly sanitized, but I am not sure that every touch point, especially the headset microphones, would be adequately cleaned by the cleaning crew. The only wipes on board the aircraft were Sanicoms and M-Zone Screen Wipes. Both of these wipes have been shown to be ineffective against the COVID-19 virus. My question and concern is why weren't there any Purell Hand Sanitizing Alcohol wipes, or something comparable on board our aircraft? When I called the Flight Safety Department to inquire about this issue, I was encourage to go ahead and submit a report to highlight this safety shortcoming.

Inadequate sanitary supplies effective against the COVID-19 virus on board the aircraft to wipe the touch point surfaces on the aircraft.

Replace the ineffective Sanicom wipes that are part of the cleaning crew's supplies with an adequate supply of Purell or other alcohol-based wipes that are effective against COVID-19.

## Synopsis

Air carrier Captain reported having inadequate cleaning supplies to sanitize their cockpit equipment.

ACN: 1746254

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Corporate

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Climb

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1746254

Human Factors : Training / Qualification

Human Factors : Confusion

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

Departing ZZZ and assigned the ZZZZZX departure. The departure was thoroughly briefed before flight. All waypoints checked. We went as far as setting up the engine out procedure in the secondary flight plan. After takeoff the PF began the departure. The aircraft was cleaned up, accelerated, and hand-flown. A busy time immediately after departure. Within one minute after departure and after completing the after takeoff checklist I looked at my primary display and noticed our flight path was roughly one mile west and one mile south of the left-hand initial curve of the ZZZZZ Departure. It was visual conditions and I believe the PF got distracted by maintaining visual with the terrain outside during the initial steep climbout and not focusing closely enough on the departure course line. I did not catch the deviation initially with the workload and all happening within a couple minutes. There was never any issue with terrain or traffic. ATC stated after this initial departure climb that we were off our course, and I acknowledged this.

Both myself the PNF, and the PF have flown very little in the last 3 months. I believe for the PF that this was his first leg in a few months. For myself, I've had 3 legs in the last 3.5 months. There is something to be said for a small lack of proficiency that this created, and not catching the error with a faster scan or recognition. Another factor was the PF wanting to get the feel of the plane again and to wanting to hand-fly a busy DP in mountainous terrain.

## Synopsis

Pilot reported a track heading deviation and cited lack of flying as a contributing factor.

ACN: 1746189

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 340

Relative Position.Distance.Nautical Miles : 16

Altitude.MSL.Single Value : 4000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Initial Approach

Route In Use : Vectors

Route In Use : Direct

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 1512

Experience.Flight Crew.Last 90 Days : 16

Experience.Flight Crew.Type : 300

ASRS Report Number.Accession Number : 1746189

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Communication Breakdown



Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was flying the following route under IFR: ZZZ [route] ZZZ1. I requested RNAV XX and after ZZZ2 was instructed to fly heading 070 and later "Direct ZZZZZ" (intermediate fix). Another aircraft with similar callsign responded to the instruction "fly a 360" mistaking the instruction for them. The Approach Controller, who was extremely busy, repeated the instruction to me and due to the urgency in Controller's voice I also mistook the command also as a "360" (assuming imminent traffic conflict). Once the miscommunication issue was resolved I changed the autopilot mode from Heading to GPSS mode on the PFD. The approach was loaded but not activated and started to sequence to the next waypoint, ZZZ3. While I was troubleshooting I disabled the autopilot to roll the wings level and while selecting ZZZZZ Direct due to task saturation an altitude deviation occurred and the Approach Controller terminated the approach. Once composed I was instructed Direct ZZZZZ once more and cleared for the approach which was executed without further issue.

Contributing Factors: This was the first instrument approach conducted using new avionic equipment, which was installed a few days prior to this flight. I had familiarized myself with the unit on the ground and with the vendor's simulator app and pilot manual, but not in combination with the PFD and autopilot. I was not sufficiently familiar with the new unit. Flying practice approaches with an instructor would have been appropriate. While I have received recent instruction with an instructor (prior to equipment upgrade however) this activity is contrary to the CDC social distancing requirements and I have been limiting my training while the pandemic is ongoing as a consequence. In consideration to the above it would have been appropriate to conduct several practice approaches VFR on a less busy day to properly familiarize myself with the unit. The deviation would likely have been avoided had I configured the unit to fly direct ZZZZZ prior to changing autopilot mode from Heading to GPSS. Disabling the autopilot exacerbated task saturation. The Approach Controller was a little difficult to understand due to the intensity of communication and workload. ZZZZZ is phonetically similar to "Three Sixty". The ZZZZZ waypoint is located in City X north east practice area. Student pilots and non-instrument rated pilots using flight following mistaking the instruction and mistakenly responding to a call made to another aircraft may negatively impact Approach Controller workload.

## Synopsis

Pilot reported a track heading deviation when executing a 360 turn resulting from confusing a fix name which sounds like the number 360.

ACN: 1746167

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 5

Altitude.MSL.Single Value : 2000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 35000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 5900

Experience.Flight Crew.Last 90 Days : 25

Experience.Flight Crew.Type : 1040

ASRS Report Number.Accession Number : 1746167

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Distraction

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : CFTT / CFIT  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Landed As Precaution

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

The Captain was making his visual approach to the runway, which ATC assigned as the one coming over mountainous terrain. The Captain asked for flaps and gear early to aid the descent and slow our ground-speed. All but flaps 45 had been input. I noted the radar altimeter was 1,500 or 1,600 feet, at which time I notified the Captain we needed to get flaps 45 in before 1,000 HAT. He made the standard callout shortly thereafter, as I once again inquired whether we were okay to do so. He said we were. As we arrived at short final the glideslope alert sounded, followed by a brief "pull up" alert. The Captain flared and landed, to my memory, between the 1,000 and 1,500 foot markers. We stopped well short of the end of the runway, taxied clear, and proceeded to the gate.

Ultimately, I am uncertain on two fronts: 1) whether I input flaps 45 too late; and, 2) the significance of the "pull up" call given I remember getting it once in the sim and was told, as I recall, it happens at some airports.

This was my first time into this airport. The Captain has been there numerous times and was very familiar. Additionally, this was my first flight leg after almost three months of being off. Despite my studying to refresh myself prior to reengaging flight duties, I noted some rustiness was present. While the approach seemed high, I noted I was deferring quite substantially to the Captain's judgment with the surrounding terrain given his ongoing familiarity of the mountains and issues common to this airport. That combined with my regaining of my flight deck duty pace, my awareness and confidence being back in the airplane were surely suffering. Additionally, the runway had a significantly displaced threshold, adding to what I'm surmising might be some perception issues given the captain landed the aircraft near the thousand foot markers.

As I've had time the rest of today to contemplate the events, I've realized one bad habit I've made during my time in this job. When I noted the radar altimeter and thought we were too late for flaps 45 and the Captain remarked we were not late, I never actually noted our barometric altitude. And we were descending overhead mountainous terrain as I recall. So, the RA may very well have been misleading me and ultimately unnecessarily adding to my confusion and lack of confidence. Moving forward, I want to teach myself to have a barometric altitude number in mind prior to arrivals and not hone in on the RA to feed my awareness of the 1,000 HAT flaps in, stabilized threshold. For instance, at a given airport 1,800 feet MSL might be the 1,000 HAT number to be watching for on the barometric altimeter. Yet, if approaching over terrain, the barometric altimeter may be reading 2,500 feet MSL while the radar altimeter could be reading 1,000 feet. That was a big lesson learned for me today. Then, I do also wish I would have suggested to the

Captain to take the reverse runway given the light winds. I'm still at a loss as to why ATC assigned a terrain-tight runway when winds favored the runway with greater terrain separation.

## Synopsis

Air carrier First Officer reported a CFTT incident citing unfamiliarity with the airport and issues relating to the surrounding terrain.

ACN: 1746158

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 12000

## Aircraft

Reference : X

ATC / Advisory.CTAF : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Taxi

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 1449

Experience.Flight Crew.Last 90 Days : 3

Experience.Flight Crew.Type : 646

ASRS Report Number.Accession Number : 1746158

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Distraction

## Events

Anomaly.Conflict : Ground Conflict, Less Severe

Anomaly.Ground Incursion : Runway

Detector.Person : Flight Crew

When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

This incident occurred while taxiing clear of the runway after landing at ZZZ. I was returning direct from ZZZ1 - a short flight - where I had briefly stopped while returning from a flight earlier in the day to ZZZ2 my first flying destination since the start of the COVID-19 related remaining-at-home.

As I approached ZZZ, I was speaking with Approach. The Tower at ZZZ was closed, due to shortened hours instituted during the pandemic, so that the airspace was Class E instead of the usual (towered) Class C; the Tower had closed for the day at XX00 local. (I landed just before XA00 local.) After receiving the automated weather at ZZZ, I informed ATC that I was proceeding on an extended right base to and landing on Runway XX, which based on the automated weather was appropriate. I then switched to the CTAF - the usual Tower frequency and now the CTAF - and self-announced my intentions.

I landed uneventfully on Runway XX, and as the aircraft slowed I reported on the CTAF that I would be leaving runway XX at Bravo Taxiway. I made the left turn onto Bravo and, after reporting on the CTAF that I was clear of Runway XX at Bravo and proceeding down Bravo taxiway, I continued ahead. Due to the pandemic and greatly reduced flying by GA pilots, there seemed to be very few aircraft moving on the ground or inbound to the ZZZ airport.

However, without realizing it, I had inadvertently turned off Runway XX not onto Bravo Taxiway, but onto Runway XYR, on which there were no other airplanes. Then, as I proceeded down what I thought to be Bravo Taxiway (but was actually Runway XYR), I observed a high-wing single-engine aircraft slowly enter the far end of the asphalt - i.e. the approach end of Runway YXL. I assumed that this aircraft was going to taxi along Bravo Taxiway (the pavement that I was on) in the opposite direction, and I moved over to the left side of the pavement to allow that aircraft plenty of room to pass by my moving aircraft on the right. I then observed that high-wing aircraft execute a slow 180 degree turn and taxi back off of the "taxiway" along which I was moving. It was not until I reached very close to that far end of the pavement - where I had expected to join Taxiway Sierra - that I realized that I was on Runway XYR and NOT on Taxiway Bravo. At the same time, the high-wing aircraft contacted me on the CTAF to inquire my intentions, and I explained that I thought I had turned onto Bravo Taxiway from Runway XX, apologized for my error and departed the runway via a right turn onto Bravo (at Bravo-4) and then a left turn onto Taxiway Sierra.

I believe that my error can be attributed to a combination of several factors.

First, although XXX is my "home" airport, my lack of flight time during the previous 3 months had a greater than expected impact on my flying readiness, a "dulling" effect on my aviation abilities; I was clearly not as "sharp" as I generally expect and require of

myself. To make such a "rookie" error of landing and then turning off the runway at the wrong intersection is inexcusable and unbelievably dangerous, and is something as to which I normally play \*extremely\* close attention; I know that runway incursions of any sort are dangerous, unacceptable and to be constantly guarded against.

Second, this is the first time, in the X years that I have been based at ZZZ, that the Tower has been closed when I was flying there. When I fly into (or out of) untowered fields, I make it my business to exhibit a focused, intentional effort to be on greatly heightened alert, both in the air and, apropos here, particularly on the ground, to correctly identify all taxiways, runways, and movement and non-movement areas, as well as all other aircraft in motion on the field. I believe that complacency arising from my close familiarity with ZZZ caused me to "relax" the degree of heightened attention that this situation - the lack of an operating Tower and Ground Control - demanded.

Third, in going over and over in my mind how I could possibly have turned onto Runway XYR instead of onto Bravo Taxiway in leaving Runway XX, I realize that an important causative factor resulted from a violation of one of my cardinal "rules" during the landing rollout, when I had a brief verbal exchange with my wife, who was riding in the right seat, just after we landed. I recognize a sterile cockpit during and after landing to be an essential safety measure, of which my wife (as my frequent flying companion) is quite aware. At ZZZ, the turnoffs after landing on Runway XX are, first, Runway XYL, then Runway XYR, then Taxiway Bravo, all in relatively quick succession. The Taxiway Bravo turnoff is perhaps only about 15 feet or so beyond Runway XYR. In retrospect, I recall that I self-announced on the CTAF that I would be exiting Runway XX at Bravo Taxiway as I was rolling out/slowing down between the intersections with Runways XYL and XYR, and then - likely somewhat distracted by the brief verbal exchange with my wife, and as I had sufficiently slowed by that point - I simply made the next turnoff, which put me not on Bravo Taxiway but onto Runway XYR. Despite my longstanding familiarity with ZZZ airport, its taxiways and runways, I failed to pay the proper attention and exercise sufficient care to confirm that I was turning off the runway at the intersection that I had intended.

Finally, as I turned onto and proceeded down Runway XYL (which I mistakenly thought to be Bravo Taxiway) I failed to notice the markings and signage that \*should\* have told me that I was not where I thought that I was. Again, I was engaged in conversation with my wife, and was quite clearly not paying the proper degree of attention to my surroundings as I taxied on an airport with which I complacently viewed myself as having sufficient familiarity to allow myself to "relax" my attention. My obvious lack of sufficient attention to the markings and signage, by reason of my longstanding familiarity with the airport, would (and should) have alerted me at multiple points that I was \*not\* on Bravo Taxiway but, instead, on a runway.

This error could have been easily avoided by just doing the things that I always try to do - and that I know I should do - each and every time that I fly. First, I allowed there to be a "conversation," albeit brief, with my wife during the landing and taxiing phases of the flight; there is simply no excuse for not maintaining a sterile cockpit from the time that the approach for landing begins until the aircraft is completely stopped. Second, I must continue to maintain heightened situational awareness on the ground while the aircraft is in motion - e.g. during landing, exiting the runway, and subsequent taxi operations - and, just as importantly, before restarting any movement on the ground after being stopped (e.g. after clearing the runway and stopping to retract flaps, etc.) Third, even when I am certain that I am in the right place, proceeding in the correct direction, on the correct surface area, I should constantly be questioning where I am and rechecking and

reconfirming where I am and where (and how) I'm headed and intending to proceed. Fourth, I must better recognize when I do not feel as "sharp" and confident as I normally do, and require, when flying and use that recognition to "turn up" still further my attention and alertness and thereby seek to compensate for any such difficulties that I'm experiencing. This goes doubly when operating in a non-towered environment. Extra care and attention in these situations is *\*always\** required, but even more so when, for example, my flight and observational skills may have been "dulled" by a reduction or lack of recent flight time. It is my intention to never again allow complacency with my surroundings, e.g. at my "home" airport, to serve as or justify a short-cut or lack of focused attention that reduces my situational awareness and attentiveness to everything going on around me.

This experience has truly scared and shaken me. I was extremely lucky, and can only think about what might have happened had I not been so fortunate. My complacency based on close familiarity with my "home" airport could have proven deadly. I hope to *\*never\** have such an experience again, and I intend to do everything that I can to prevent a re-occurrence. This is a lesson that I shall never forget.

## Synopsis

Pilot reported experiencing a runway incursion after landing.



ACN: 1746108

## Time / Day

Date : 202006

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Initial Climb

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1746108  
Human Factors : Confusion  
Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Aircraft

## Narrative: 1

I want to bring a safety issue regarding flight attendants wearing face masks while on board aircraft. One of our critical duties is to be on guard for the smell of smoke. Today on our flight I realized that the mask hinders my ability to pick up the minute traces of smoke. Shortly after I had this realization I did smell smoke very powerfully, I took down my mask to have a better idea of what the smell really was. This occurred shortly after takeoff, so I was hesitant to call my Lead, but decided it was strong enough I should. When I picked up the phone the FA in the back of the aircraft was already describing the issue, the Lead and the Captain were on the line listening.

The Captain speculated we had just pulled in the smoke from outside and we were told to stay vigilant. At this point I did not resume wearing my mask until I was confident the

smoke had subsided.

I feel wearing the masks at any time while on the aircraft hinders me from performing my duties to the best of my abilities thus putting the entire aircraft and everyone on it, including myself, lives at risk and exposes us to greater liability.

I am formally requesting we rethink and hopefully revoke the suggestion any flight attendant impair their abilities by wearing a face mask while on board an aircraft.

## Synopsis

Flight Attendant reported wearing a COVID-19 mask hindered her ability to smell smoke in the cabin.

ACN: 1746089

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Component

Aircraft Component : Indicating and Warning - APU

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

ASRS Report Number.Accession Number : 1746089

Human Factors : Situational Awareness

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

ASRS Report Number.Accession Number : 1746090

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

This was my first time flying the airplane in 75 days. I did have sim 30 days ago. The FO hadn't flown in a couple weeks I believe. The airplane was full to capacity of XX pax. There was an issue with being able to take everyone before we left. Also there was a maintenance issue that was signed off but needed clarifying. Overall it was a smooth on time departure. During climb out above 10,000 we were discussing COVID and the new procedures. The APU altitude exceed message came up. We ran the QRH it went away and continued the rest of the flight without incident.

## Narrative: 2

Climbing through FL330 we got a caution chime and EICAS message. APU ceiling exceeded. We followed the QRH instructions and shut down the APU with no further incidences.

I cannot recall what distracted me during engine start, but I did not complete my after start flow. In addition I did not notice that the APU was still running when I completed the after takeoff checklist. I should always believe that something is wrong when my flow is interrupted and should repeat the checklist when this happens. That will be my behavior in the future.

## Synopsis

Air carrier flight crew reported forgetting to turn off APU and later exceeding the APU ceiling.

ACN: 1746006

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 7000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Mission.Other

Flight Phase : Climb

Route In Use : Vectors

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Departure

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 7

ASRS Report Number.Accession Number : 1746006

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was working Radar combined to the Tower. We are on COVID-19 schedules with reduced staffing. It was a VFR day and traffic was building. We had just made the decision to open radar off to the TRACON on the hour. Complexity was definitely increased due to working moderate to busy traffic in the Tower. Aircraft Y was an IFR practice approach, climbing off ZZZ. Aircraft X was a ZZZ airport departure level flying eastbound. Aircraft Y wasn't able to be handed off to ZZZ approach due to his round robin flight plan. I was assisting the Tower Controller with 6-7-10 work and other tricks to get a handoff accomplished on Aircraft Y. Aircraft X asked if he had traffic, when I noticed Aircraft Y and Aircraft X converging. I turned Aircraft X to a 360 heading and descended Aircraft Y, but I think I lost separation. I didn't notice the converging traffic on the aircraft I was actual busy with trying to accomplish a handoff with. Aircraft X coming faster from the west didn't stick out to me as traffic heading northeast bound. Honestly I also forgot that I had climbed Aircraft Y to 7,000, I thought I had stopped him at 5,000. That doesn't make up for missing the traffic and altitude in my scan.

Traffic picked up faster than expected and we probably should have split radar earlier. I should not have let myself get distracted with automation issues and should have stayed focused on the traffic. Also due to COVID-19 traffic has been much reduced, and honestly I got behind in ramping up with traffic that used to be normal but is now busy in the current situation.

## Synopsis

TRACON Controller reported a loss of separation event and made reference to COVID-19 staffing levels as a contributing factor.

ACN: 1746005

## Time / Day

Date : 202006

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZLA.ARTCC

State Reference : CA

Altitude.MSL.Single Value : 8500

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZLA

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Climb

Route In Use : Vectors

Airspace.Class E : ZLA

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZLA

Aircraft Operator : Air Carrier

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Climb

Airspace.Class E : ZLA

## Aircraft : 3

Reference : Z

ATC / Advisory.Center : ZLA

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Airspace.Class E : ZLA

## Aircraft : 4

Reference : A

ATC / Advisory.Center : ZLA

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Airspace.Class E : ZLA

## Aircraft : 5

Reference : B  
ATC / Advisory.Center : ZLA  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZLA

## Aircraft : 6

Reference : C  
ATC / Advisory.Center : ZLA  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZLA

## Person

Reference : 1  
Location Of Person.Facility : ZLA.ARTCC  
Reporter Organization : Government  
Function.Air Traffic Control : Departure  
Function.Air Traffic Control : Enroute  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 12  
ASRS Report Number.Accession Number : 1746005  
Human Factors : Workload

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued Advisory / Alert  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing



## Narrative: 1

We had the area combined into two sectors, although we had the staffing to have three open. I had Sectors 09, 10, 12, and 31 combined, which was a normal configuration pre-midshift before COVID, and a normal combination on a daily basis during COVID schedules. This combination tends to get pretty busy, with VFR's, military traffic, plus the IFR's, but I've been working it a lot these last few months, so I'm pretty used to it by now. We also had an FLM present in the area, sitting at the Supervisor's desk doing something on the computer.

I started getting busy with aircraft after aircraft calling to pick up flight following and/or a pre-filed IFR clearance off an airport (IPL) for which we provide approach control services. First, Aircraft X called airborne off IPL, looking for his IFR clearance. I gave him his code to squawk and told him to standby and maintain VFR. Went to make sure I was caught up on all the other aircraft. Then Aircraft Z called requesting VFR flight following. I eventually got back to him after finishing up shipping other aircraft, issuing other necessary clearances, etc. Gave him his code and told him to maintain VFR and standby. Then Aircraft Y called airborne off IPL also looking for his IFR clearance. I gave him his code to squawk and told him to maintain VFR, it would be a minute, that I couldn't seem to catch up.

At this point I had 15 aircraft on two frequencies. Aircraft X was a small aircraft and Aircraft Y was a slightly bigger/faster aircraft, and I recognized that the Aircraft Y may overtake Aircraft X and they were close, enough so that I didn't want to give the front Aircraft X his IFR clearance yet, especially when I was so busy and couldn't watch the two closely. I did tell Aircraft Y that restricted area was cold, and that if he could maintain VFR and start heading toward JLI [VOR], that I would be able to give him his IFR clearance eventually direct JLI [VOR], but this would help speed it up (Because it provided separation between Aircraft X and Aircraft Y). During this time Aircraft A was also calling me for an IFR clearance, off an airport right near IPL. I told him I was too busy and to standby. I also was trying to coordinate the activation of a MOA with adjacent sectors/facilities. The other Controller in the area noticed I was busy and asked if he could help with the MOA coordination.

I gave Aircraft Y his IFR clearance direct JLI [VOR] then as filed, maintain 10,000. I had 4 data blocks (Aircraft Y, Aircraft B, Aircraft C, Aircraft X) within a 5.5NM area, working on a range where I'm watching more than 200 miles of airspace. I gave Aircraft X his IFR clearance, turning him to a heading of 285, in preparation for the required LOA handoff to the Approach Control, climbing to 100. I'm not sure why I didn't see Aircraft Y leaving 077 for 100 when I gave Aircraft X his turn (from about a 255 heading) to H285 and clearance leaving 081 for 100, other than I was getting frazzled from being so busy and not being able to catch up, and having the 4 data blocks right close to one another. Conflict alert went off and as soon as I saw it, I turned Aircraft Y to a H315 and Aircraft X to a H255.

I want to be very clear that I didn't directly ask the FLM for help, and I know I have a responsibility to do so. But I suspect that if close attention was being paid to what was going on in the area (there were two controllers in the area with two sectors open - there was nothing else happening that would have been drawing their attention away). I said multiple times out loud on frequency that I was busy, that I couldn't catch up, etc, which drew the other Controller in the area's attention to my workload, but the FLM never came over to see if I needed help or to act as an extra set of eyes to get me through this period. I believe if the FLM had noticed and either came over to at least watch over my shoulder as an extra set of eyes, this might have been prevented. It was too late to call another

Controller back, I was too busy to separate the sectors. Or...they should have just had three sectors open since my sector(s) were busy and we had the staffing to do so.

## Synopsis

ZLA Center Controller reported losing separation due to traffic volume, watching too large of an area and the COVID-19 configuration.

ACN: 1746003

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : SLC.Tower

State Reference : UT

Altitude.AGL.Single Value : 200

## Environment

Weather Elements / Visibility : Windshear

Light : Dusk

## Aircraft

Reference : X

ATC / Advisory.Tower : SLC

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Route In Use : Visual Approach

Airspace.Class B : SLC

## Person

Reference : 1

Location Of Person.Facility : SLC.Tower

Reporter Organization : Government

Function.Air Traffic Control : Flight Data / Clearance Delivery

Function.Air Traffic Control : Local

Function.Air Traffic Control : Ground

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 9

ASRS Report Number.Accession Number : 1746003

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Weather

Primary Problem : Weather

## Narrative: 1

Aircraft X went around short final due to wind shear two times. Both were from the weather and created a potentially dangerous situation with the departure traffic at the time. At the time, I was combined with LCW/GCW/GCE/CD. There were several aircraft calling in on different frequencies and I was scanning both sides of the airport to verify compliance. On the east side, there is construction that is making every aircraft taxing a complex situation. When the aircraft went around the first time, I was talking to an east side aircraft so I was totally distracted. The facility had a runway incursion just last week over there so it is a point of focus and cannot be ignored. Even with busy traffic at the time.

Regional management has dictated how we are to divide the positions very specifically with the reduced staffing. The problem is that the CIC cannot adjust to the real time situations because we are being told specifically how to split positions from individuals outside the facility that don't understand our traffic. There has been zero input from the people actually working the positions on this. In this case, all the locals should have been combined and ground and clearance should have been combined. We should not have to be dealing with go-arounds on one side of the cab and complex taxiway/runway configurations on the other. Their knee-jerk reactions have created an unsafe environment because we can't work the traffic in a safe manner. Every Controller and Supervisor I have talked to has said this is not safe. We are all willing to have a conversation on how to improve workload in the Tower. But there has been no conversation. Just dictates from a bureaucracy that doesn't understand our operation. Collaboration is not telling us your decision after it has already been made.

## Synopsis

SLC Tower Controller reported an aircraft went around twice due to windshear and also reported that the way the Tower cab positions are split up are not flexible and not safe.

ACN: 1745982

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZME.ARTCC

State Reference : TN

Altitude.MSL.Single Value : 28700

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZME

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Climb

Route In Use : Direct

Airspace.Class A : ZME

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Flight Engineer

Experience.Flight Crew.Total : 14600

Experience.Flight Crew.Last 90 Days : 80

Experience.Flight Crew.Type : 230

ASRS Report Number.Accession Number : 1745982

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I had filed a flight plan for FL280. During the climb, a [ZME] Center Controller issued us a clearance to climb and maintain FL300. My FO responded accordingly. We were then handed off to the next sector, so we checked in. As we were climbing through FL287, then Controller said he thought we had filed for FL280, but was it our intention to climb to FL300? My FO responded that FL300 would be fine. So the Controller cleared us to continue climb to FL300. I don't believe we were ever anywhere close to other aircraft, so no conflicts ever arose. I'm not sure why the previous Controller cleared us to FL300 instead of our filed FL280, but it was fine for us so we just accepted it. I'm also not sure why the next sector Controller did not know that we had been cleared to FL300, but I think when we checked in we gave him our current altitude and that we were climbing to FL300, as that is our normal procedure in hind sight, I should have had the FO question the first clearance to FL300 to be sure that's what ATC wanted: perhaps that Controller gave us an altitude he was intending for someone else? At least it would have clarified things 100%. As I mentioned before, there were never any traffic conflicts or safety issues, but the potential was there. So when we were issued an altitude higher than what we had filed for, we should have questioned it: just to make sure everyone was on the same page. I have noticed in the last couple months, that Controllers seem to be working multiple sectors and are off-line more frequently than was common in the past. Checking in when changing sectors and trying to obtain IFR clearances at rural airports is slower and more cumbersome these days. I suspect this is due to reduced staffing at various facilities during the COVID-19 pandemic. This reduced staffing does increase the potential for reduced safety of flight, in my opinion.

## Synopsis

Captain reported ATC issued a climb 2,000 feet above the filed altitude, crew took the altitude and did not question ATC. Another Center Sector Controller eventually asked crew why they were going to newly assigned altitude instead of filed altitude.

ACN: 1745951

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 8500

## Environment

Weather Elements / Visibility.Visibility : 10

Ceiling.Single Value : 4500

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Personal

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 265

Experience.Flight Crew.Last 90 Days : 25

Experience.Flight Crew.Type : 15

ASRS Report Number.Accession Number : 1745951

Human Factors : Situational Awareness

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Exited Penetrated Airspace

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Weather

Primary Problem : Weather

## Narrative: 1

I planned a long cross country flight from State Y to State Z with the intention of flying just east of restricted airspace R-XXXX, near City X, State X, then toward the ZZZ VOR, near City Y, before turning north to fly west of ZZZ1. Cloud cover was forming low near City Z, so I climbed to 8,500 for smooth air and very clear flying. Unfortunately, I began to track to the ZZZ VOR too early and overflew the northwest corner of the restricted airspace. I should have paid closer attention to my GPS to ensure I was well clear to the east of the restricted area before tracking the VOR. Another contributing factor was slightly changing my route during the flight since I knew I wouldn't see ZZZ2 due to the clouds below. I truly didn't realize I had made this mistake until I landed in State Y and was directed to call ZZZ Control. Another contributing factor, and a mistake I will not make again, was my reluctance to call for flight following due to perceived reduced personnel at ATC facilities due to the COVID crisis.

## Synopsis

Pilot reported flying into a restricted area and attributed it to weather and not receiving ATC flight following.



ACN: 1745930

## Time / Day

Date : 202006

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Reporter Organization : Personal

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 1000

Experience.Flight Crew.Last 90 Days : 15

Experience.Flight Crew.Type : 40

ASRS Report Number.Accession Number : 1745930

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

I am writing to object to the narrow forbearance provided to instrument pilots under the SFAR. By limiting the modifications of recent flight experience the way that you have, a significant group of IFR pilots are being denied the ability to exercise instrument privileges unless they are willing to fly with a qualified safety pilot or an instructor, any of whom could be carriers of the virus or an unintentional victim of an infected pilot.

I do not meet the present requirements for: flight hours accrued in the last 12 months, or number of instrument approaches in the last 3 months, nor do I qualify under the various types of flights the SFAR is restricted to. However; last year, I passed an IPC, a BFR, and was signed off for both a high performance endorsement and complex endorsement. Since that time I have accrued over 30 hours of solo flight time in the airplane, and flown probably 15 or more instrument approaches under VFR conditions. I feel competent to fly the airplane in instrument conditions.

The limitations imposed by the SFAR in this respect, while well intended, seem to essentially negate any significant applicability to the population of instrument pilots. More consideration needs to be given to other indexes of competency, with involvement perhaps of the Instructing community to use their judgment of pilot competency in providing a subjective element to the requirements.

## Synopsis

Pilot reported concerns with the limitations imposed by the SFAR concerning the ability to exercise instrument privileges.

ACN: 1745885

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : CCR.Tower

State Reference : CA

Relative Position.Angle.Radial : 010

Altitude.AGL.Single Value : 100

## Environment

Flight Conditions : VMC

Light : Daylight

Ceiling : CLR

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : CCR

Aircraft Operator : Personal

Make Model Name : Skyhawk 172/Cutlass 172

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Takeoff / Launch

Route In Use : None

Airspace.Class D : CCR

## Aircraft : 2

ATC / Advisory.Tower : CCR

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Phase : Landing

Airspace.Class D : CCR

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Instructor

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 1522

Experience.Flight Crew.Last 90 Days : 29

Experience.Flight Crew.Type : 456

ASRS Report Number.Accession Number : 1745885

Human Factors : Time Pressure  
Human Factors : Situational Awareness

## Events

Anomaly.Conflict : NMAC  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Miss Distance.Horizontal : 500  
Miss Distance.Vertical : 200  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was departing Runway 01L at CCR (Concord, CA) with a student on an initial training flight. The Concord class delta airspace changed to class golf airspace as soon as the tower shut down (at XA:00 due to an FAA-mandated reduction in ATC facility hours). The weather (as reported on the AWOS) indicated the wind was variable between direction 260 to direction 280 with a velocity of approximately 10 kts. The windsock confirmed this. Given Runway 01L was a much less complex and shorter taxi from our position on the airport, I announced our taxi route over the common traffic advisory frequency and proceeded to Runway 01L. Upon completion of the run-up, I heard an aircraft on frequency indicate their position was at the shoreline (approximately a 4-mile final on Runway 19R) and their intention was to fly a straight-in for Runway 19R. The aircraft acknowledged my presence of holding short of Runway 01L and announced over the radio that, should I depart Runway 01L, they would likely not be a factor. After a short delay (maybe one-minute, although I cannot remember exactly how long), consisting of reviewing the checklist and briefing the departure, I announced that I was departing Runway 01L and would offset my departure with an early right-hand turn, so as to ensure I was not a conflict for the traffic inbound to Concord on the straight-in Runway 19R approach. At this time, the aircraft on the straight-in approach announced on frequency that they were approaching the "pond," or approximately a two-mile final. I decided sufficient spacing existed, and proceeded with the departure. As we rotated, I could see the landing light of the inbound aircraft to Runway 19R, and made a right-hand 30-degree departure, departing on a heading of approximately 040. While I maintained visual contact with the aircraft on final approach for Runway 19R at all times, I feel there was a loss of separation between the two aircraft. As indicated in the report, I believe we were about 500 ft. apart from one another, with vertical separation of 100-200 ft. While this event did not cause the inbound aircraft to execute a go-around or alter their approach, I believe an incident like this can be prevented going forward. Here are a few of my reflections: in reviewing this incident, I should have never departed with opposite direction traffic within 4-miles of the airport. Second, I was in absolutely no rush and should have held short of Runway 01L until the inbound traffic was on the ground and clear of the runway. Third, I could have elected to use Runway 19R, the runway that seemed to be slightly favored by other aircraft before and after this event, despite the more difficult and longer taxi. Fourth, it would have been prudent of me to verify the inbound aircraft's position before departing; this would have ensured minimal ambiguity as to the position of the aircraft given the infrequency of traditional position reporting at an uncontrolled field (additionally, I have never flown [that type of aircraft], the inbound aircraft, and realized that they have a much higher groundspeed than a C172, thus covering more ground and getting to the

airport more quickly than I would have guessed). I spoke with the pilot of whom was piloting the aircraft inbound and we agreed that my actions compromised safety. I am reviewing FAA-related publications on decision making, uncontrolled airport operations, and proper aircraft communication techniques to ensure this does not happen again. Additionally, I will seek mentoring from a more experienced flight instructor about how to best address this incident and learn from my mistake.

## Synopsis

C172 Instructor reported a NMAC with an opposite landing aircraft.

ACN: 1745872

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 7000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 12000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Corporate

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase : Climb

Route In Use : Direct

Route In Use : Vectors

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Instructor

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 14000

Experience.Flight Crew.Last 90 Days : 15

Experience.Flight Crew.Type : 30

ASRS Report Number.Accession Number : 1745872

Human Factors : Training / Qualification

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

We were enroute to ZZZ on an IFR flight plan. I was the safety pilot on this flight. We were cleared to climb to 7,000 feet. As we approached the target altitude, our rate of climb was excessive, approximately 1,000 feet per minute. I called out a warning at 500 feet to go, 300 feet, 100 feet. I told the pilot flying our rate of closure was excessive at 300 feet to go. Pilot flying flew through our target altitude. I called out 100 feet high, 200 feet high, you're going to bust 300 feet. Pilot flying lowered the nose and descended to our assigned altitude.

I often fly with the pilot flying and had not seen this action before. The pilot flying asked me to fly with him. Due to the COVID situation, pilot flying had not flown for a while and wanted to brush up his skills. We flew 6 approaches, airway intercepts and holds.

## Synopsis

Pilot reported an altitude deviation due to excessive climb rate.

ACN: 1745854

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

Maintenance Status.Required / Correct Doc On Board : Y

## Aircraft : 2

Reference : Y

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

## Component

Aircraft Component : Other Documentation

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1745854

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Detector.Person : Maintenance

When Detected : Aircraft In Service At Gate

Result.General : Maintenance Action

## Assessments



Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Procedure

## Narrative: 1

Aircraft were assigned to the crew. Work card XX-XX-XX was used for the type X Aircraft while performing the work two discrepancies were noted: Step X, verify battery switch on. No reason given or instructions to turn it off. The next was Item Y, instructed us to make sure no ECAM messages. The type X Aircraft does not have an ECAM system. Both items have been fixed with the revision to the work card.

Type Y Aircraft work card XX-XX-YY was assigned and while working this card it was noted in step Y you N/A the step if the airplane is parked less than XX days no action required for the water disinfectant. However step Z 1 tells us to reset circuit breakers with only one block to stamp. This causes a conflict between both actions if one was done and the other not. Step A, instructs us to make sure there is no ECAM messages. The type Y Aircraft does not have an ECAM system. With these minor errors the blocks were stamped off. The type Y Aircraft work card has not been corrected.

The reason the mechanics find it necessary to continue working after finding these minor errors is they're afraid to stop production of the aircraft. They will be labeled trouble makers and now more than ever their afraid to cause problems to give the company a reason to fire them. As to reduce manpower. The root cause is the inability of the company to publish a work card that can be used by the Mechanic without having to ensure others have done their job correctly. This problem is not new, we continue to encounter sloppy card production.

Develop a system when a problem is found or when there is a need for clarification it can be addressed right away without local management involvement. I found this to be the case for me yesterday and it led to a heated argument and I was told to do as your told. What a way to bring closure to an issue.

## Synopsis

Technician reported work card discrepancies for two different types of aircraft and being pressured to continue working after finding these errors.

ACN: 1745850

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

Maintenance Status.Records Complete : N

## Component

Aircraft Component : Pitot-Static System

Aircraft Reference : X

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Airframe

Qualification.Maintenance : Powerplant

ASRS Report Number.Accession Number : 1745850

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Detector.Person : Maintenance

When Detected.Other

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

I was told that my manager needed to see me. My supervisor told me I missed extra verbiage, I needed to add "Installed Pitot and Static Port were covered" placards to the log page and Maintenance XXX-XX-00 was not enough and showed me where the sign off on

the Maintenance task was with. I thought "referencing the Maintenance XXX-XX-00 was enough to cover the procedure on the Log page. Then he told me to go install the placards on the Capt's yoke because of the audit.

Installed the 2 placards on the yoke.

My manager had my fact finding and told me the same infraction. I may have been a little distracted trying to figure out how to get all the tags to fit on the circuit breakers for the Pitot and Static port heat. They were too close together to fit all the tags. I must of thought I installed them on the yoke after tagging the circuit breaker for the Pitot and Static Heat.

I didn't mention it in the Fact Finding. The announcement of possible involuntary layoffs may happen. That has been weighing in the back of my mind. I would be embarrassed if I mentioned that, I know professionally [I'm] not supposed to let that cloud my judgement while doing the job.

## Synopsis

Technician reported being distracted by possible lay-offs and did not complete a work order correctly.

ACN: 1745712

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : A80.TRACON

State Reference : GA

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.CTAF : PDK

ATC / Advisory.TRACON : A80

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class D : PDK

Airspace.Class E : A80

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1745712

Human Factors : Distraction

Human Factors : Confusion

Human Factors : Situational Awareness

## Events

Anomaly.Conflict : Airborne Conflict

Anomaly.Conflict : Ground Conflict, Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Landing PDK, VASI and PAPIs were all NOTAMed out. Wind favored 3R but we didn't have an approach and it was night with no verticals guidance so we requested ILS 22L with a 2kt tailwind. The Tower was closed and numerous small aircraft were in the pattern for 3L and 3R. On short final at 500 feet an aircraft called base for 3L. There were no Runway lights on 3L, so we confirmed he was on that runway. We weren't comfortable landing head on with an aircraft we couldn't see landing on a runway with no lights and thought he may be on the wrong runway. We went around and got vectored for another approach. Approach said we were in a Bee Hive trying to land against traffic. A plane on the ground held for us and we were able to get in on our 3rd attempt. In our 2nd attempt we never descended for the runway and boxed back to the east for a successful third attempt. PDK should be restricted after the Tower closes and the winds favors Runway 3R with the VASI INOP and numerous planes landing and doing touch and goes on an unlit runway.

We should restrict operations into PDK when the Tower is closed and we can't land with the flow of traffic. The Tower closed at XA:00 pm local on our arrival day. Since we couldn't land on Runway 3R without Vertical Guidance at night with no approach being available and the VASI NOTAMed out, we couldn't land with the flow of traffic since the winds (310 @ 8 kts) were favoring 3R/L. Since the winds were light we requested vectors for the ILS 21L and took a 2 kt tailwind. The unnerving part was there were numerous aircraft in the traffic pattern landing on an unlit Runway (3L). We inquired about this on CTAF, but had questions if the aircraft knew which runway they were on and we didn't want to fly head on into traffic we couldn't see making call outs to an unlit runway we couldn't even determine was available to use or being used. And the distraction of planes in the pattern trying to tell us what to do (how to work pilot the control lighting and the traffic pattern direction when we asked if the small Runway 3L was lit) and for us to try to explain to them why we couldn't land 3R isn't good at XY hours of duty, at night, when we were trying to talk on two different frequencies to coordinate (Approach & CTAF) and shooting an approach. A80 Approach also told us to be cautious landing the opposite direction and that we were in a "bee hive." This also put a lot of extra work on them. It's unsafe and we were going to divert if there were any additional issues on our 3rd attempt, but another jet on the ground was keeping the runway clear for us and we descended to land. We also had to taxi across this unlit runway with aircraft landing on it and using very little lighting and only having Nav/Beacon lights illuminated. With towers operating at reduced hours during COVID, this could cause an issue at other airports as well.

## Synopsis

Pilot reported attempting to land at an airport with a closed Control Tower and other aircraft landing on an unlit runway at night.

ACN: 1745709

## Time / Day

Date : 202006

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : PIE.Airport

State Reference : FL

Altitude.MSL.Single Value : 12600

## Environment

Flight Conditions : Marginal

Weather Elements / Visibility : Thunderstorm

## Aircraft

Reference : X

ATC / Advisory.TRACON : TPA

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class E : TPA

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1745709

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

I was assigned SIC and performing PF duties. During Preflight activities I took care of customer service, greeted passengers, brought them to plane etc. The PIC was performing PNF duties, obtaining ATC Clearance and cockpit set up. After ensuring passengers were taken care of, I then went to the flight deck and sat down fastened my safety belt in the left seat. The PIC had already obtained the departure clearance and set up the cockpit for departure to include the flight instruments with an initial assigned altitude of 16,000 feet. I was not present on the flight deck when clearance was received, read back to ATC, and confirmation of correct read back from ATC. The PIC briefed the flight plan, we reviewed the FMS, and I was briefed 16,000 feet as our initial assigned altitude. We departed PIE normally, thunderstorms were in the vicinity. The PIC attempted to check in 3 times with ATC before successfully making contact on the 4th attempt. We were climbing through 12,600 feet to what we believed was our assigned altitude of 16,000 feet. ATC immediately told us to descend to 12,000. We complied with that instruction and descended to 12,000 feet. At no time did I observe on TCAS an aircraft within 5NM of our aircraft. We did not get a TA or RA event. ATC requested we contact them after we land at our destination. We called ATC. We discussed event with Controller. Controller had informed us that he had reviewed the event prior to us calling. Twice in the conversation he stated that we (Pilots of Aircraft X) did nothing wrong. He believed PIE Tower may have missed correct read back of Initial ATC clearance.

Suspect miscommunication of initial ATC clearance departing PIE. Without being present when clearance was obtained from ATC, I cannot confirm with 100% certainty. Other factors to be considered should take into consideration the effects of the COVID-19 pandemic and how this has affected all aviation operations. Both the PIC and myself haven't flown in over two months. This was our first trip back in just less than 90 days. Controller from ATC also briefly addressed the affects COVID-19 was having on ATC personal in our conversation. I understood from Controller that many ATC personal were working in unfamiliar duty positions, new sectors etc., i.e. recognition that ATC personal, operations have been strained over the past few months due to COVID-19 issues.

Recognition that many ATC personnel and pilots are working in somewhat strained conditions during the COVID-19 pandemic. It is important to maintain vigilance in regards to attention to detail, recognition of distractors that may degrade or impede performance. Keep focus on tasks at hand.

## Synopsis

Air carrier First Officer reported a miscommunication problem with TPA TRACON resulting in an altitude deviation and attributed it partly due to not flying because of COVID-19.

ACN: 1745694

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Dawn

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 68

Experience.Flight Crew.Type : 7500

ASRS Report Number.Accession Number : 1745694

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 11

Experience.Flight Crew.Type : 2854



ASRS Report Number.Accession Number : 1745696  
Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Ground Personnel  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Upon completing my day in the hotel room, I received a phone call from the Chief Pilot at the Operations Control Center. He informed me that I had flown an aircraft three legs with open logbook discrepancies. During my preflight at the origination of the pairing, I did a logbook check, but failed to notice that the maintenance items written up had not been closed out. My attention was focused on the missing terminating fuel from the day prior and then the subsequent search to get that information so I could complete the morning fuel audit. I overlooked the fact that the writeup had not been closed out and signed off by a Mechanic.

In analyzing the chain of errors, I was the last safety gate. The terminating Crew from the previous night should normally have let Dispatch know that there were open writeups remaining in the logbook, and Maintenance on the overnight should have also made sure the logbook was clear after completing any open writeups. If I had done a complete logbook check, I would have caught that the entries were still open, but I did not catch it.

## Narrative: 2

It was the first flight of the day. We departed with three open writeups in the Maintenance logbook that were not addressed overnight.

With extra time, I could have also reviewed the Maintenance logbook. Due to the COVID-19, I used the extra time outside my duties to disinfect my work area.

## Synopsis

Pilots reported being advised that the aircraft was flown with open write ups on three legs.

ACN: 1745666

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : LAX.Airport

State Reference : CA

Altitude.MSL.Single Value : 4200

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : SCT

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Mission : Traffic Watch

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class B : LAX

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : SCT

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class B : LAX

## Person

Reference : 1

Location Of Person.Facility : SCT.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 5

ASRS Report Number.Accession Number : 1745666

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Vectored Aircraft X for a Visual Approach to Runway 24R initially without a heading then later assigned a 230 heading to join final and issued traffic for south complex Runway 25L traffic Aircraft X had traffic in sight. Aircraft X passed through the final approach course getting close to the south complex traffic Aircraft Y, Aircraft Y was issued traffic but did not have them in sight. Aircraft X was given instructions to correct back to Runway 24R.

Right now we are getting a lot of unfamiliar and less experienced pilots coming out flying at LAX due to slow downs during COVID and it's my responsibility to be extra diligent in ensuring these types of aircraft are doing what they need to [in order to] operate safely.

## Synopsis

SCT TRACON Controller reported experiencing an airborne conflict between an air carrier and a GA aircraft.

ACN: 1745614

## Time / Day

Date : 202006

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1745614

Human Factors : Distraction

Human Factors : Confusion

Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I failed to put the red strap in place after disarming R1. I was A for the first time in over 15 years, I was a bit nervous. I was concerned with donning a face mask prior to L1 being

opened.

Maybe a policy regarding when to put mask on as the A. Taking it on and off for the phone and PAs is an added task.

## Synopsis

Lead Flight Attendant reported the red tag was not put in place after disarming the door.

ACN: 1745547

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 7000

## Environment

Light : Dusk

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class C : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 14

Experience.Flight Crew.Type : 25346

ASRS Report Number.Accession Number : 1745547

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 130  
Experience.Flight Crew.Type : 3492  
ASRS Report Number.Accession Number : 1745680  
Human Factors : Distraction

## Events

Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

On the arrival into ZZZ, ATC commanded a descent, which I selected Level Change, frequency change and then cleared for the RNAV XXR Approach. After reprogramming the approach from the left to right and briefing, I failed to select VNAV before busting the 7,000 feet restriction at ZZZZZ. We Immediately disconnected the autopilot and returned to 7,000 feet. The remainder of the approach was uneventful.

Prioritizing the sequence of events. Basic piloting. Having flown little in the last 90 days, my proficiency level is not as it normally is. Be aware of this and that I am in the Yellow. Work harder at staying in the Green.

## Narrative: 2

During the arrival to ZZZ, ATC requested a descent. PF selected Level Change to increase descent rate. A runway change from expected Runway XXL was to Runway XXR and the new approach was programmed. Approach clearance was received. I noted that we were still in Level Change and not in VNAV and that we were low. PF immediately corrected. Visual approach concluded the flight without further incident.

PF and PM mitigate LNAV/VNAV distractions of the busy approach, runway change, etc. I, as PM, should have verified the vertical mode.

## Synopsis

Air carrier flight crew reported experiencing an altitude deviation during approach. Lack of flying and proficiency were contributing factors.

ACN: 1745485

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 2 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Commercial

Experience.Flight Crew.Total : 7200

Experience.Flight Crew.Last 90 Days : 75

Experience.Flight Crew.Type : 120

ASRS Report Number.Accession Number : 1745485

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Issued New Clearance

## Assessments



Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was picking up my aircraft from ZZZ airport after an extensive annual. The annual was more drawn out due to the virus thing. I paid for the service, conducted an extensive pre-flight, started the aircraft and prepared to taxi. I noted an aircraft departing from the same area ahead of me received the same clearance I normally get as taxi Runway X via Romeo, Alpha. I continued with the engine warm-up and checked each item paying close attention to the aircraft's response, again due to the extensive annual inspection. I received my own taxi clearance that was for Taxiway Uniform, which is a parallel taxiway to Alpha. The first taxiway to turn right to the assigned runway is Alpha. There were no other aircraft anywhere on the airport taxiways or ramps except for the one ahead of me. That aircraft was now at the runway and was at the hold short line for Runway X. I then instinctively turned onto Alpha, not initially realizing that I had been instructed to take the next right at Uniform. I continued checking braking action, steering, monitoring the engines performance and then realized I was about 200 feet down Alpha not on the correct taxiway. The next taxiway was Victor, which connects Alpha and Uniform, so I turned onto Victor and right onto Uniform, the correct taxiway. I believe I caused this problem because I was preoccupied with the aircraft's condition and did not pay close enough attention to the taxi instructions. The fact that the airport was nearly deserted contributed to my complacency, as well as the fact that I had flown this complicated twin only once in the past 6 months. I did write down the taxi instruction and had a copy of the airport diagram in front of me. I was both surprised and disappointed that I had made this error.

## Synopsis

Pilot reported a taxiway incursion, citing distraction with aircraft condition and lack of recent flying as contributing factors.

ACN: 1745467

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1745467

Human Factors : Other / Unknown

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

During flight preparation on the ground in ZZZ for a flight to ZZZ1, forgot to switch ON three of the four window heat switches. Reason being...the ON indication typically indicate "OFF" when the window temp exceeds a certain temperature threshold while sitting on the ground on a hot day in the sunlight. It would not be unusual for me to leave those switches off until we get to the before start checklist and turn them back on knowing full well that once we push and; hopefully, get out of the direct sunlight, they will cool down and we get the proper "Green" indication. Somehow I missed turning them back on even though I typically touch the switch when the checklist item is read. The left most switch that I touched was the only one that was in the ON position. I never told my FO that I had left them off momentarily for that reason due to other distractions in preparing to depart. Needless to say it was a shock for me when performing my shutdown flow at the gate in ZZZ1 and seeing 3 of the 4 switches already off. I intended to debrief the FO of the issue at the gate, but we had numerous distractions that I could not get to that point and subsequently encouraged him to go ahead and leave as I had some other write ups for maintenance to deal with.

The other distractions:

1) I was tired and this would be my Xth day of flying in a row after not having flown an airplane in over a month. I slept "Okay" that night before but not to a degree I would have liked.

2) After rotation during the ZZZ departure, we noticed the Antiskid Inop indicator illuminated for about 5 seconds during the after takeoff flow but subsequently and quickly disappeared. When we landed the speed brake did not auto deploy; although the landing was very gentle, I couldn't be sure if it was the touchdown or indeed the antiskid system failed. I had to manually deploy the speed brake and use gentle braking with taxiing off the runway as a precaution although braking felt normal. We did not use autobraking for the landing. I was busy running through my head that this needed to be written up.

3) We were assigned an unusual gate at ZZZ1.

4) Checklists and debrief were interrupted multiple times as the ground power establishment was inadequate and would fail multiple times after several tries and at one point all power was momentarily lost on the aircraft.

5) Multiple write ups for maintenance which took a while before I could leave the aircraft.

This is something I had done in the past a few times; holding off turning the window heat switch on and I always had some sort of reminder including the checklist to catch it before push. I think a combo of building fatigue and distractions had a hand in the matter. At the end of the day though; I owned this one. I never informed my FO of what my plan was. On a positive note; except for passing through a thin cloud layer descending into ZZZ1, we never encountered any real icing conditions. None. This is an easy fix. Just turn the darn switches on and leave them on as we should. The windows will cool down as the aircraft moves out of the direct sunlight and airflow begins outside the gate. Let your FO know; like I usually do what you are doing. I think lack of quality sleep; low flight time and building fatigue definitely played a roll. This can work against you when you employ "technique" under certain circumstances. Again it was my misjudgment and I own this. Thank you.

## Synopsis

Air carrier Captain reported forgetting to turn on three of the four window heat switches during pre-flight.

ACN: 1745422

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 6000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Ferry / Re-Positioning

Flight Phase : Climb

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1745422

Human Factors : Situational Awareness

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1745423

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Overshoot  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

We were climbing out of ZZZ with vectors. Cleared from 3,000 to 6,000 feet. We both called out 5,000 for six thousand feet to go. I was head down turning on the radar, there was weather ahead. The 3rd crew member in the jump seat called out altitude. I looked up as we were climbing through 6,200 feet. Pilot flying recovered about 6,300, then quickly returned to 6,000. ATC asked us to confirm our altitude, which we did at 6,000 feet.

Pilot fling was hand flying the airplane, which caused the altitude deviation. His scan missed the altitude, even though we both confirmed 1,000 feet to go. My suggestion is to have the autopilot on in low altitude high congestion areas.

## Narrative: 2

I was Pilot Flying. Weather build ups in the area. Several step climbs. Pilot Monitoring was working radar. I was visually looking at weather. We both called 5,000 for 6,000 feet in the climb. I got distracted and overshoot the assigned altitude by about 300 feet and made an immediate correction back to assigned 6,000 feet. ATC asked us to confirm 6,000 feet. No further issues. Continued uneventfully to destination

Due to COVID-19, our flying has been down considerably. I was hand flying to try to keep up my scan and hands on skills. I got distracted in the climbing turn while looking at build ups. I should have engaged the autopilot instead.

## Synopsis

Flight crew reported overshooting altitude and then returning to assigned altitude. The Captain stated lack of flying was a contributing factor.

ACN: 1745410

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 21000

## Environment

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

## Component

Aircraft Component : Door

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1745410

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : Flight Cancelled / Delayed  
Result.Flight Crew : Returned To Departure Airport

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Aircraft

## Narrative: 1

During the preflight inspection, we noticed in the logbook a couple of maintenance items concerning a noise emanating from the main cabin door during flight. The door and its seal had been inspected by Maintenance and a leak check had been conducted, with "ops checked good" (or words to that effect) in the corrective action. If memory serves, the most recent write up described the above noise as a "hum." We departed and climbed away from ZZZ uneventfully. While climbing through FL210 at a cabin PSID of 7.5 we heard the noise from the cabin door. It was not a hum, rather a loud shout. The Flight Attendant later described it as sounding like a "chain saw." Indeed, when the forward Flight Attendant went to call us, he had to go to the back of the aircraft and use the aft interphone as it was virtually impossible to communicate with that racket going on. We asked ATC for a level off and then a decent to try to make the noise less with a lower PSID. A quick check of the cabin pressure and PSID revealed no issues there; the cabin pressure was working normally. Indeed, checking the cabin alt vs aircraft alt in the QRH's manual pressurization schedule revealed that everything was fine. I tried calling Maintenance in ZZZ as we should have still been within radio range, but I think that they may have gone home for the night. I also ACARSeD Dispatch and then called Maintenance Control on ARINC. It took a while to get through to them due to COVID-19. When I apprised them of the situation, they told us to return to ZZZ. I talked to the flight attendants and talked the passengers to let them know what the situation was. It was a bit frustrating for the latter as the roar from the door was a soft hum aft of row X. To add insult to injury, a thunderstorm developed over ZZZ in our absence, so we had to hold...which was fine as Dispatch still had to round up operations agents, gate supervisors, ramp agents, fullers etc. To add insult to injury, after we landed, the ramp was closed due to lightning. After we blocked, I gave Maintenance a quick shout on the telephone and we offloaded the passengers and made our way over to the next aircraft for the flight to ZZZ1. Changing the subject, I would mention that the FO (PF) did a fine job flying the aircraft and dealing with ATC whilst I was talking to the Maintenance/Dispatch/flight attendants/passengers and to the FAs for taking care of the passengers.

Apparently there is something afoot with the door seal on aircraft XYZ. I guess Maintenance's efforts as to try to rectify any hums/roars/squeals etc hadn't solved the problem.

## Synopsis

Air carrier Captain reported a loud hum during climbout emanating from the door and having to return to departure airport.

ACN: 1745376

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 166

Relative Position.Distance.Nautical Miles : 5

Altitude.MSL.Single Value : 4000

## Environment

Weather Elements / Visibility.Visibility : 20

Light : Daylight

Ceiling.Single Value : 4500

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Route In Use.SID : ZZZZZ

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 22500

Experience.Flight Crew.Last 90 Days : 0

Experience.Flight Crew.Type : 3000

ASRS Report Number.Accession Number : 1745376

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy



Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

ZZZ -- Departing XXL on the ZZZZZ departure, we noticed the aircraft not turning right after crossing ZZZZZ1. I intervened to start the turn. At that time, ATC cleared us direct ZZZZZ2. The rest of the SID was flown normally. We talked about this later, and we determined that the airplane was still in RWY Track and had not switched to Managed Nav.

I was too slow recognizing that the aircraft wasn't turning. ZZZZZ1 waypoint is an overfly point and I should have been monitoring it closer. I also didn't notice that Managed Nav was not armed. Another contributing factor was that due to the current situation, I haven't flown very much in 2020. I definitely felt rusty. No excuse though. Just part of it.

## Synopsis

Pilot reported experiencing a track heading deviation and cited rustiness and lack of flying as a contributing factor.

ACN: 1745365

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : FBO

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Parked

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO

Function.Flight Crew : Instructor

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 550

Experience.Flight Crew.Last 90 Days : 50

Experience.Flight Crew.Type : 350

ASRS Report Number.Accession Number : 1745365

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Squawked VFR (1200) in the SFRA. Returned to work as flight instructor after being gone for about three months due to closures caused by the COVID-19 Virus. First day back at ZZZ. Flying with XX year old student who tends to skip around checklists (it was his first day back, too), I usually watch him like a hawk because of this tendency. Still, he managed to miss the "transponder" item and somehow it got past me. Even still, I normally double (sometimes triple) check the transponder as part of my pre-takeoff flow. Because of my extended absence and lack of proficiency in the SFRA, I forgot to double check and took off with 1200 on the transponder. In order to resolve this issue, I need to keep a closer watch on my students, as I am the PIC. Aircraft is based in ZZZ, so transponder should be set to 12XX as its default squawk code. I must be more adamant about checking my transponder before takeoff.

## Synopsis

Instructor pilot reported taking off with incorrect transponder code and cited lack of flying due to the COVID-19 as a contributing factor.

ACN: 1745329

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 4500

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1745329

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Passing 4,500 feet I noticed the airspeed at 268 kts and that the speed was not set in managed speed, the flying pilot (Captain) reduced the speed to 250 kts and then set the speed to managed speed. This happened on climbout departing ZZZ on the ZZZZZ SID. The First Officer was the non-flying pilot.

Cause: 35 hours in seat and the second flight in two months.

Suggestions: Having more time in seat, before having an extended break from flying.

## Synopsis

Pilot reported exceeding 250 knots below 10,000 feet.

ACN: 1745290

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 2000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : VFR

Flight Phase : Final Approach

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Developmental

ASRS Report Number.Accession Number : 1745290

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Aircraft X was doing pattern work, I believe for ZZZ1 airport. It was a late pointout from the X area and we were both extremely busy and should have split sectors, but with staffing due to COVID-19 it wasn't possible. Aircraft X ended up going into ZZZ Tower's Delta without any coordination.

I should have pointed out the aircraft to ZZZ Tower first and foremost. It would have helped to know Aircraft X was going to do work today. The volume of photo flights absolutely saturated both X and Y areas today, so I have to think that contributed. Overall X and Y sectors should have been split to accommodate the volume and complexity.

## Synopsis

TRACON Controller reported an airspace violation occurred due to lack of coordination. Traffic volume was cited as a contributing factor.

ACN: 1745186

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Weather Elements / Visibility : Turbulence

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

Airspace.Class D : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 2

ASRS Report Number.Accession Number : 1745186

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain



Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Total : 3713  
ASRS Report Number.Accession Number : 1745310  
Human Factors : Confusion  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

We were flying to ZZZ. Neither I nor the Captain had been to ZZZ before. The Captain also had not flown in a couple of weeks he told me. ATC kept us high while arriving. As we came towards the airport I called it out but my Captain said that wasn't it. I wasn't familiar with the area or airport, so I thought he knew it wasn't it. We were going in and out of clouds when Center handed us off to Tower. As we flew almost over the airport my Captain then realized it was the airport. At the same time Tower asked us our plans for the visual approach. My Captain told me to tell them we wanted to join left downwind for the visual. At this time we were still very high, fighting turbulence, and gusty winds. ATC cleared us for the approach. He turned the AP off to do the visual. We backed it up with the RNAV. I feel as though my Captain was too close to the airport to make a stable landing and I reminded him "We can always go around." The winds (I can't remember the exact direction) were almost a direct crosswind from the left. We were making a left pattern. This caused the plane to have a high airspeed on the base leg, causing him to overshoot final. Density altitude also did not help as we had a higher TAS and steeper angle to descend as well and decreased engine performance. He then decided to do a go-around. He hit TOGA but forgot to call for flaps which I then asked "Flaps 2?" He told me to put flaps 3 which I thought was odd. I then said positive rate and got the gear up. I also told tower that we are going around. They asked us our plans and he said he wanted to fly the pattern again but set up better. I told them that and requested a longer final. There was a small business jet landing and they said to follow behind them and to take as long of a final for whatever we needed. At this time he started turning but the airplane thought we were still doing the published missed. He was confused by this and overrode the AP. I was trying to help fix the automation because the AT kept wanting to go full power. He clicked on heading mode but the heading bug was set to the runway and the plane started to turn to the heading. I quickly centered the heading bug back up. I was like just fly the airplane and deal with the automation later. He turned everything off at this point. I then was able

to correct the automation and set the RNAV back up. By this time we were on downwind. He kept more distance and a longer final and we landed in very gusty winds and went back to the gate to debrief.

There were a few causes that led to a unstable approach and go around. 1. ATC put us right over the runway very high. 2. The weather was not smooth and there were high winds 3. It is a difficult airport to land at. 4. The Captain was rusty from not flying 5. I'm new and this was my first go around and the worst winds/turbulence I have experienced 6. Automation, in this case, hindered not helped us

I think pilots need to constantly review profiles like the go-around profile to remember the call outs. I should have told the Captain that flaps 3 was incorrect. More knowledge that when flying in the mountains ATC will keep you high all the way up to the airport, there aren't arrivals like in ZZZ that walk you down to keep a stable approach. More knowledge on high density altitude and the effects on flying. More knowledge of hand flying visual approaches, I don't think my Captain realized the effect of a tailwind on base and that caused us overshoot.

## Narrative: 2

The event was a go-around after an unstable approach on a visual, backed up by RNAV, RWY ZZ at ZZZ, followed by a successful hand flown visual. As a Captain flying into ZZZ for the first time, I was pilot flying due to the FO being fairly new to the line. Approaching the ZZZ area, we went through a pretty thick cloud layer, with some light rime ice, which added ice speeds. Upon breaking out of the layer, we noticed another layer between us and the field. Around this time, Center started calling out the field, but between the cloud layer and my unfamiliarity with the area, we were unable to identify the field until we were very close. We had, however, begun slowing early in anticipation due to conversations I had with colleagues about this tendency to be left high by Center. The FO was first to spot the field, but by that time we were within several miles, if not virtually on top of the airport. Center cleared us visual and terminated radar services when we were at around 13,000 feet for a field with X,XXX feet elevation. Tower offered a pass over midfield, then a turn downwind to lose altitude and setup. Around this time, we picked up some gusty and shifty winds in the valley that comprises ZZZ. I felt that the automation was having difficulty keeping up with these wind shifts, and elected to hand fly with the auto throttles disengaged. However, I did not descend sufficiently before turning final inside ZZZZZ, which left us too high and without enough room to fully configure and be stable by 1,000 feet AGL for landing. The FO and I jointly called for go-around. We then proceeded to muddle through the go-around profile, but got cleaned up in time to coordinate with Tower for a second attempt. At about this time, I asked the FO to re-sequence the approach in the FMS, thinking that it would get us out of GA mode. This took some time, and while that was going on, I was confused as to why automation was still flying the go-around. I clicked off the autopilot and auto-throttles in time to assume a heading at tower's request for some other inbound traffic. About this time, the FO reminded me that maybe cycling VNAV to re-enter the "green world" might help exit GA, which it did, but I elected to keep hand flying. Wind conditions in the area introduced variances in speed and altitude that I compensated for. We then continued on a second visual approach, this time allowing more distance on final, and got fully configured and stable.

Winds had picked up more in the interim, introducing a fairly direct cross wind on [runway] XX, but the landing was successful. As soon as we got to the gate, I made sure to debrief the event with the FO, while our recollections were fresh, in order to ensure that we both got lessons learned, etc.

The primary cause was PF lack of situational awareness and over reliance on manual handling when automation might have been more appropriate. A further primary cause was accepting a short visual instead of asking Center for vectors farther out to allow for more maneuvering space for the approach. There are several secondary causes, the largest of which was unfamiliarity with the area compounded by insufficient backup descent references. As PF, I have flown infrequently in the last 5 weeks due to COVID-19 related schedule reductions and a return to reserve. (In fact, I had picked up this trip partly in order to get some flying time.) This led to degraded manual handling skills, a rusty go-around profile, and some confusion with automation at times. The PM was fairly new to the line, having been called off standby on short notice, and with about XX hours on the airplane. FO was also unfamiliar with mountain flying, and while I have operated into mountain airports such as ZZZ2 and ZZZ3, neither of us had been to ZZZ. There were also minor crew coordination issues, likely due to a combination of my lack of recent flying and an FO new to line flying.

Crews must be cognizant of the differences between flat land flying at major airports, and mountain flying, to include altitude, terrain, and weather effects. Multiple descent references might be prudent, instead of simply using "10,000 at 30" or a field elevation driven path, in order to increase situational awareness. While we slowed down early with the notion that we might be left high, crews should brief and act on descent planning that allows for extra margin in high altitude field operations. Do not be afraid to ask for vectors to allow for space to configure. Crews should also ensure that they stay sharp on all aspects of equipment and operations while they are not flying in this era of reduced schedules. Lastly, rely on joint coordination between CA and FO to mitigate the challenges of operating in airports outside of our norm.

## Synopsis

Air carrier flight crew reported experiencing an unstabilized approach resulting in a go-around. Unfamiliarity with the airport and rustiness from lack of flying were cited as contributing factors.

ACN: 1745174

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 2

Altitude.MSL.Single Value : 5000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 35

Experience.Flight Crew.Type : 35

ASRS Report Number.Accession Number : 1745174

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1745299  
Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On the ZZZZZ Arrival we were at 6,000 feet and the radios were busy. There were numerous aircraft with similar call signs. We were given clearance off the STAR and cleared direct ZZZZZ1 for ILS XR. We both thought the Controller also cleared us to 4,000 feet. I asked the Captain, PM, if we were cleared to 4,000 feet, and he said, "Yes." I also thought I heard the Controller clear us to 4,000 feet. I started down in Vertical Speed mode 1,000 FPM, and when we approached 5,000 feet, ATC queried why we were descending, and to just level off at 5,000 feet. The PM told ATC that we understood that we were given a descend clearance but ATC said, "NOPE."

## Narrative: 2

I was the PM, and we were finishing a turn ZZZ-ZZZ1-ZZZ. I hadn't flown in April, flew one turn in May, and was on my third turn in June. This turn was by far the longest, scheduled for X+10 block hours. Although I felt fully prepared for the duty day, I did feel slightly rusty, due to the lack of recent flying. The FO, as PF, also had not flown much recently. We had talked about being tired, the two long legs, and anticipating the end of the day.

The radios were busy with the departures and arrivals at ZZZ and ZZZ2, and other area airports. On the ZZZZZ Arrival, shortly after passing ZZZZZ at 6,000 feet, I checked in with Approach, instructed us to proceed to ZZZZZ1, for the XR Localizer. I read back that clearance. I think I expected a descent out of 6,000 feet, and the phrase "X-Right Localizer" became, in my mind, "cleared to 4,000 feet and intercept the localizer." When I turned to the FO, I told him the clearance was to proceed to ZZZZZ1, descend to 4,000 and intercept the localizer.

The FO set 4,000 feet on the MCP, selected VERT SPD, and dialed in about 1,000 FPM descent rate. He then put ZZZZZ1 on the top of the RTE Page 1, and I confirmed both the altitude change and mode, and the route adjustment. The FO executed in the MCDU, and we began a descent and turn to ZZZZZ1. The FO stated he would use LNAV to intercept and then select VOR/LOC afterwards.

Passing about 5,200 feet, Approach told us he had not cleared us to descend, and to level at 5,000 feet. I acknowledged that, and replied I thought he had cleared us to descend. Approach replied with a curt "Nope." The FO arrested the descent at 5,000 feet, while we attempted to recognize the error. I was convinced we had been cleared to descend, that I had read back a descent clearance, and Approach had not corrected an improper read back. At that point I was confused.

About two minutes later, Approach advised us to look for westbound traffic at 4,500 feet to the north. We did not acquire a visual on said traffic. Subsequently we were cleared for the ILS XR, at or above 4,000 feet and 250 knots. I do not recall being directed to contact ZZZ Tower. Five minutes after being cleared for the ILS XR, I called Approach Control in the blind of my intention to contact ZZZ Tower. We landed without further problems.

Having previously discussed our tiredness, I should have been on guard for the increased potential for errors. I should have verified the clearance with the FO, PF, before we changed our flight path, instead of telling him what I believed the clearance to be.

## Synopsis

Air carrier flight crew reported an altitude deviation during arrival. Captain stated rustiness due to lack of flying was a contributing factor.

ACN: 1745071

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 800

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 4000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 135

Flight Plan : VFR

Mission : Passenger

Flight Phase : Initial Climb

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 2527

Experience.Flight Crew.Last 90 Days : 55

Experience.Flight Crew.Type : 434

ASRS Report Number.Accession Number : 1745071

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I taxied out to Runway XXR. As I was taxiing, Ground called me and asked me to squawk the correct transponder code. I was annoyed with myself for not having put it in already - the transponder code that was in the box from the previous flight was close enough to the current one that I had failed to catch it in my preflight checks.

I was then cleared to take off on XXR. As I was climbing out, the Tower asked me to say altitude. I was climbing up to 1,000 MSL, which was also my final altitude for my VFR flight. I replied that I was passing through 1,000, then corrected myself and said that I was climbing to 1,000 which is what I would maintain. Neither response was correct - Tower had asked me for my then current altitude. Tower didn't query me further and I climbed up to 1,000 and soon left Class B airspace.

I had just returned from a 2 1/2 month COVID related leave of absence. I had completed a refresher flight with a company instructor, but this was my first day of operational flying after my return. The incidents with the transponder code and the altitude communication showed me that I was still a bit rusty and not quite up to the standards that I demand of myself as a professional pilot. I have resolved to take it slow and double check my preflights as well as my communications until I feel completely comfortable again.

## Synopsis

Pilot reported being rusty after lack of flying due to the COVID-19 pandemic resulting in communication issues with ATC.



ACN: 1745059

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 194

Relative Position.Distance.Nautical Miles : 4

Altitude.MSL.Single Value : 2500

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Descent

Route In Use : Visual Approach

Route In Use : Direct

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 5361

Experience.Flight Crew.Last 90 Days : 40

Experience.Flight Crew.Type : 1482

ASRS Report Number.Accession Number : 1745059

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

While in contact with ATC and cleared to descend at pilot's discretion I was told to contact ZZZ Tower. I was also told to avoid ZZZ1 airspace which I did. I was not told to avoid the ZZZ airspace. After numerous attempts to get through to ZZZ Tower contact was made. The Tower operator was extremely busy because the Tower was short on staff. This airport was doing a lot of training flights and was very busy. The Tower operator was handling both Ground Control and Tower operations. After finally making contact with the Tower, the Tower operator got upset because I entered his Class D airspace. I thought I was handed off by Approach Control to ZZZ Tower. I don't know if I was handed off by Approach to ZZZ Tower, or if the Tower operator was too busy to realize what was happening.

In the future I will make sure that before I enter controlled airspace I will be in contact with the person controlling that airspace and not depend on being handed off by another Controller. Even though I realize that I need to be more diligent about controlled airspace, I believe that because the Tower operator was so overworked is what really caused the problem. If the Tower operator was not doing Ground Control and Tower Control at the same time in an extremely busy facility radio contact could have been made much sooner and this would have never happened. I would suggest that in the future if the Tower is short on staff, the number of training operations be reduced so as to not overload the Tower operator.

## Synopsis

Pilot reported an alleged airspace violation while being under flight following and handed off to a Tower by Approach Control. Reportedly, Tower Controller was working numerous frequencies/positions and advised pilot that he had violated the Class Delta airspace.

ACN: 1745054

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : FBO

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase : Landing

Route In Use.Other

Airspace.Class D : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Instructor

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 1735

Experience.Flight Crew.Last 90 Days : 25

Experience.Flight Crew.Type : 1400

ASRS Report Number.Accession Number : 1745054

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : FBO  
Function.Flight Crew : Trainee  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Private  
Experience.Flight Crew.Total : 139  
Experience.Flight Crew.Type : 139  
ASRS Report Number.Accession Number : 1745091  
Human Factors : Training / Qualification  
Human Factors : Situational Awareness  
Human Factors : Distraction  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

This was a 14 CFR 141 instrument training flight with a student nearing the completion of the program. This was the first training flight for the instrument student after not having flown for approximately three months due to COVID-19 precautions. We were on an IFR flight from ZZZ1 to ZZZ, returning to ZZZ on the same flight plan. The student filed ZZZ1 ZZZZX ZZZZ ZZZ ZZZ2 ZZZ1. During the enroute phase, I requested from Approach the RNAV (GPS) Y RWY XX at ZZZ, with a touch and go on RWY XX, and a return to ZZZ with the ILS XYL to a full stop. Before we were cleared for the approach to ZZZ, Approach relayed the following missed approach instructions "On the go, fly Tower assigned heading, climb and maintain 3,000 feet." I read back the instructions because my student missed the transmission. Shortly after receiving the missed approach instructions, we received our approach clearance for the RNAV (GPS) Y RWY XX and transferred to ZZZ Tower. We decided to fly the approach using the autopilot, which the student was not familiar with. This required a significant amount of coaching, especially to manage the altitude step-downs. There was a single engine aircraft in the traffic pattern and we were instructed to report traffic in sight and that we were #2 for RWY XX behind the traffic. I was focused on coaching the student to use the autopilot and looking for the traffic in the pattern and did not hear the landing clearance transmission correctly. The traffic ahead executed a touch and go without incident. We followed suite and executed a touch and go. Several hundred feet in the air, tower asked us what we were doing. I explained that we were on the missed approach and climbing to 3,000 feet. The Tower Controller advised

that we had been issued a landing clearance, not a touch and go. In the same transmission, the controller asked if we were IFR or VFR and to state our intentions. I explained that we were IFR and given missed approach instructions to a fly tower assigned heading, climb and maintain 3,000 feet and were planning to return IFR to ZZZ. I also apologized profusely. Tower switched us over to Approach - I read back the instructions and apologized again for the error. I was mortified.

I believe that expectation bias played a crucial role in this error coupled with my inattentiveness to the landing instructions issued by Tower resulting from my focus on coaching my student through the use of the autopilot for the approach and looking out for traffic in the pattern. Without exception, in my prior experience as a CFII in northern State X, Tower has cleared my flights for a touch and go following an instrument approach when on an IFR flight plan that does not terminate at that airport. I believe this prior experience established a strong expectation bias. I also believe that I inappropriately focused my attention on coaching my student through the approach using the autopilot. This was his first flight back after an extended hiatus from flying, so we had to work through some fundamental refresher in addition to incorporating the autopilot. This was a high workload environment for my student. Finally, I was focused on visually acquiring the traffic ahead of us, which added to my workload.

I have learned several lessons because of this experience. Focus and listen to the clearance. Regardless of how advanced the student is, do not assume they will take the appropriate course of action. As an instructor I am there to make sure a crucial error does not occur. Prioritize workload. Teaching is important, but making sure we are aviating, navigating, and communicating comes before anything else - even teaching.

I truly am sorry for this error. While there was no evasive action taken by any aircraft (the preceding traffic was on a downwind leg by the time we executed the touch and go and no other traffic was in the airspace), I understand that was just luck.

I know better and will do better next time.

## Narrative: 2

My instructor and I were on an IFR training flight from ZZZ to ZZZ1 round robin back to ZZZ. We flew the RNAV GPS Y RWY XX approach into ZZZ1. On approach, we were talking to Approach which cleared us for the approach and to see them on the missed approach. We were instructed to fly Tower assigned heading on the missed up to 3,000. My expectation was to do a touch n go and return back to ZZZ for our round robin.

We switched to ZZZ1 that then cleared us to land. I became so fixated on doing a touch n go that we landed and did our touch n go. After we were airborne ZZZ1 tower told us that he had cleared us to land. We apologized.

This was my first IFR training flight since COVID-19 shut everything down. I think that I became so fixated and accustomed to doing a touch and go and flying the missed approach that I missed that the tower had cleared us to land and not a touch n go. Confirmation bias on my part that I assumed he had cleared us for a touch n go and misheard the tower instruction. I think there may also have been a communication error to the tower as he was under the impression that we wanted to land and not do a touch n go. He had asked us if we were IFR, which we filed for so I think there may have been an issue with the plan as I filed it.

My takeaway is that I need to listen much closer to the instructions. During the approach I

became fixated on flying the approach and read back the instruction but did not catch that it was a landing clearance and not for a touch n go. I was expecting a cleared for touch n go and my confirmation bias interpreted the cleared to land as that.

## Synopsis

Pilot instructor and student reported distraction in the cockpit resulted in executing a touch and go without ATC clearance and cited lack of flying as a contributing factor.

ACN: 1745052

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 132

Relative Position.Distance.Nautical Miles : 4

Altitude.MSL.Single Value : 650

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 5000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : FBO

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Cruise

Route In Use : None

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 6250

Experience.Flight Crew.Last 90 Days : 5

Experience.Flight Crew.Type : 775

ASRS Report Number.Accession Number : 1745052

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

While providing a sightseeing trip to a friend in order to see a specific home from the air I lost track of my altitude and was at one time 350 feet lower than I should have been. The Tower Controller had approved a descent from 1,500 feet to 1,000 feet in order for me to be able to take some photos. When I noticed my altitude, while trying to provide her a good photo, at 650 feet MSL over the water and at times I estimate 650 feet AGL over the land. I violated 91.119(b) in that, "Over congested areas, an altitude of 1,000 feet above the highest obstacle within a horizontal radius of 2,000 feet." To correct, I immediately applied power and climbed back to altitude over the water.

At no time was the aircraft in any danger of hitting the ground or do I believe I was "zooming." The aircraft never banked more than 15 degrees and only exceeded slightly more than 1G at approximately 90 knots IAS.

For me the worst part was not in the violation of FAR 91 regs, but as an experienced CFI and pilot of over XX years and XXXX hours, I lost situational awareness and lost 350 feet of altitude without realizing it. If a student of mine had done this, I would have immediately called his/her attention to it before a 100 feet deviation.

A contributing factor was not flying regularly due to the Coronavirus. I was not as proficient as I should have been. Three weeks earlier I had flown a solo warm up flight but obviously this was not enough. In the future I will give myself more proficiency flights and humble myself and fly with another CFI to keep my skill level where it needs to be.

## Synopsis

Pilot reported while on a sightseeing trip they went too low, pilot eventually caught the mistake and climbed back to a normal altitude.



ACN: 1745049

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 1100

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Initial Approach

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 5200

Experience.Flight Crew.Last 90 Days : 25

Experience.Flight Crew.Type : 1000

ASRS Report Number.Accession Number : 1745049

Human Factors : Communication Breakdown

Human Factors : Workload

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

Air Traffic Controller using same frequency for Tower/Ground/Clearance Delivery. Due to minimum manning, when airport gets overwhelmed (4 aircraft) all radios garble together and confusion and landing clearances are unsure.

## Synopsis

Pilot reported communications issues due to Tower Controller working multiple positions on same frequency due to facility staffing issues.

ACN: 1744987

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1744987

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway

Detector.Person : Air Traffic Control

When Detected : Taxi

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

When taxiing out we were told B R to XR. I joined B via A then AX or AY and not via G like I think they wanted me to. They asked us to side step over to B when we were on A.

This was my first day back after about a month and half off. Join taxiways using the most direct means or request clarification when unsure.

## Synopsis

Pilot reported a taxiway incursion and cited being off for a month and a half as a contributing factor.

ACN: 1744964

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : HPN.Airport

State Reference : NY

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : N90

Make Model Name : Small Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class D : HPN

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1744964

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

SIC obtained a hold for release clearance, and loaded the FMS. Reviewed FMS programming per FOM/AOM verified all the points. SIC stated we were given a SID then as filed. While proceeding on our route, ATC cleared us to a fix that was not on our flight plan. Queried ATC as to our routing, and it did not match our as filed routing. (Filed ZZZZ JXXX ZZZ1 ZZZ2 JXXY ZZZ4, believe ATC said clearance was ZZZZ JXXX ZZZ3 direct ZZZ4). Asked ATC for a heading while we corrected our FMS programming. ATC cleared us to another fix, verified the routing to destination. We adjusted the routing and proceeded to our destination.

Re-opening the ATC facilities at HPN would be helpful, especially with the increasing amount of flights into and out of HPN.

## Synopsis

Pilot reported clearance was different than what they had filed and would like to see HPN ATC Facilities re-open.

ACN: 1744945

## Time / Day

Date : 202006

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Mission : Training

Flight Phase : Taxi

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1744945

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway

Detector.Person : Air Traffic Control

When Detected : Taxi

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Upon Landing and clearing the runway XXL at ZZZ, I believed that tower stated "Next left, remain this frequency, taxi to park". Unfortunately tower actually said "Next left, contact ground point nine" as I played back from the avionics playback function after tower strangely issued me a taxi clearance while I was already taxiing. I read back the (what I thought was a re-issued clearance) and began to question if I heard the initial runway clearing call correctly. After utilizing the playback feature, I realized I taxied without a clearance.

With the reduced flight activity of the COVID-19 pandemic, I need to slow down, take more time, and be extra cautious. This is amplified by my expectation bias from the past few flights as tower has given me the "Monitor and taxi to park" clearance. Clearance, ground, and tower have all been combined lately due to reduced activity. In many cases, clearance has had us taxi with tower frequency, and such. All the more reason to be extra cautious. Take additional time, and listen carefully as we are all in very non-standard operations.

## Synopsis

Pilot reported a taxiway incursion partially due to expectation bias.



ACN: 1744942

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 34000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1744942

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1744940

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

After departing ZZZ in cruise, I disengaged the autothrottles and autopilot to trim the aircraft. Autopilot was reconnected, but I inadvertently forgot to reconnect the autothrottles. We then encountered continuous light turbulence, I selected .76 in the speed window and manually pulled the throttles back, not realizing that the autothrottles were not on.

The speed dropped into the upper yellow band, we got a "buffet alert" in the FMC. Throttles were manually advanced to continue, but speed recovery was slow so we asked for a descent from FL340 to FL320. Speed recovery was rapid after we started down. In cruise we got a low speed buffet alert. Airspeed was in the lower yellow band. Power levers were manually advanced to continue power, but recovery was not adequate. We asked for a descent from FL340 to FL320. Speed recovered.

This was the second leg of my 1st trip back after X months off. I thought after an uneventful 1st leg I thought I was through the danger of being rusty, boy was I wrong. The major cause was my complacency after an uneventful first leg coming back from X months off. I wrongly figured I had knocked the rust off on when the first leg went so well. We don't disconnect the autopilot/ autothrottles in cruise very often, this requires extra vigilance to make sure the aircraft is in the correct configuration.

## Narrative: 2

Departed ZZZ, aircraft needed constant retrimming, which it did on flight ZZZ1- ZZZ day before (same aircraft). Leveled off at FL340. Smooth air, needed retrimming after level off. CA disconnected A/P and A/T to retrim ailerons, then reengaged A/P. I did not notice that A/T [had] not reengaged. Shortly after, entered area of constant light turbulence occasional moderate bump, slowed speed to .76 M. Speed not coming back, CA pulled throttles back to Maintain .76. Shortly after, got BUFFET ALERT, added power and started descent to FL 320. At that point, CA realized A/T not engaged. Engaged A/T, Normal after that. Always be extra vigilant, especially when disengaging A/P and A/T at altitude. Since retrimming not usually necessary, disengaging at altitude not done that much, and due to not flying as much, and a lot of deadheading, did not catch the A/T.

## Synopsis

Air carrier flight crew reported experiencing a low speed buffet alert during cruise due to having the aircraft in the incorrect configuration with autothrottles not engaged. Lack of flying was cited as a contributing factor.

ACN: 1744800

## Time / Day

Date : 202005

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1744800

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

## Narrative: 1

While wearing a mask it is often times extremely unsafe to work on ladders or lifts. It is also difficult to work in tight spaces while wearing a mask and safety glasses. The glasses fog up and we cannot see what we are doing (i.e. trying to place a nut on blindly while holding a screw, removing screws from elevator access panels, pinning cannon plugs, etc.) Readjust mask without thinking I could have just touched Skydrol or have other chemicals on my gloves.

[When I] put the mask on, breathe, glasses fog up depending on body position.

Not enough investigation into the ability to wear masks while doing our daily tasks within OSHA standards for safe work practices. Even if fog resistant safety glasses are available for someone with 20/20 vision, they are not for someone with corrective lens safety glasses.

Remove mask. Better to not be blinded and jeopardize safety when completing tasks.

Re-evaluate the safety aspect of wearing a mask. Is it Within OSHA standards? Consider readjusting the mask to prevent blinding while working around Skydrol.

## Synopsis

Air carrier Mechanic reported that wearing a mask and safety glasses causes the glasses to fog up, resulting in safety concerns when working on ladders, lifts, and in tight places. Mechanic also expressed concern that while working with chemicals, they could inadvertently be transferred to the mask.

ACN: 1744783

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZZ.Tower

State Reference : FO

## Environment

Flight Conditions : Mixed

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1744783

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Workload

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1744784

Human Factors : Workload

Human Factors : Time Pressure

Human Factors : Situational Awareness

Human Factors : Communication Breakdown  
Human Factors : Training / Qualification  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1744785  
Human Factors : Communication Breakdown  
Human Factors : Training / Qualification  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Weather  
Primary Problem : Ambiguous

## Narrative: 1

I feel that because of the aviation industry dramatic operational reduction in flights there should be a way to raise awareness about the risk of not having our normal operational practice for pilots, ATC, dispatchers, and everybody that is involved in the operation during these unusual times. I had not flown for more than 2 months, I was flying with a first officer which was his first flight out of OE and had never been to ZZZZ, and ATC gave us short vectors to conduct another approach when there was barely any traffic.

While been vectored for a visual approach into Runway XXL into ZZZZ, we noticed that there were a few clouds right on the approach path (weather reported was VMC with SCT 1800). I was pilot flying. ATC asked us if we had the runway in sight, but we were already in IMC inside a cloud and could not accept the visual approach. We discontinued the approach and started getting vectors for Runway XYR for an RNAV APP. We got short

vectors, things were happening pretty fast, we set up the approach, got the landing performance numbers, performed the briefing, and started configuring to flaps 2. During the briefing we noticed the final APP course had an off set to the RWY. There was also terrain north of the approach and the communication barriers with ZZZZ increased our work load. We got fixated outside, continued configuring, but realized we were not going to be stable at 1,000 feet. For the safety of the flight and company procedures, we decided to go-around. During the go-around, there was a 2 second red warning which I believe was spurious as it went away immediately and we didn't have time to read the ECAM message. Got vectors again for the XXR RNAV and landed safely without any further issues.

## Narrative: 2

Pilot read files could remind pilots of lack of experience combined with recent inactivity could lead to loss of situational awareness. Recommend pilots configure earlier on approaches and sacrifice minor fuel savings while proficiency is retained by pilots who have been absent from the line. We were initially given vectors for a visual approach to Runway XXL, but were IMC too long to accept a visual approach clearance. We executed a discontinued approach with vectors, then took vectors for the RNAV XYR Approach. Due to high workload, minimal preparation time, and language barrier/standard phraseology issues with ATC we became task saturated and overly fixated on the approach navigation. We realized we were not configured, were unstable on the approach, and executed a missed approach.

We then received vectors for another RNAV XYR approach, and landed safely without further incident.

Contributing factors: Captain long period without flying. FO: First leg off IOE, unfamiliar with ZZZZ airport ATC: Language barrier, non-standard and confusing phraseology. ATC's apparent preference for XXL visual when scattered layer at 1,800 made RNAV XYR a better choice.

## Narrative: 3

During IOE, my international orientation to Continent Area X was waived per recent policy changes. I picked up a turn on [date] for ZZZ to ZZZZ and back in open time. No queries or restrictions were placed upon me via the scheduling system.

Per company procedures, it specifies that an international flight segment is no longer required for IOE completion per company document. I reviewed this on the evening of [date] prior to reporting the next day.

Upon reporting, the Captain asked about this specific concern. We reviewed the company procedures prior to pushback at ZZZ for our first leg, which was conducted as Flight ABC to ZZZZ. Satisfied that we were in regulatory compliance, we departed. In the interest of furthering our understanding, the matter was discussed en route to ZZZZ. Having thoroughly examined the matter, we arrived at ZZZZ. We then flew the return leg as Flight DEF under the belief that [we] were fully compliant.

Per a conversation with a knowledgeable person the following day, it was suggested that the company's position was that newly-qualified First Officers who did not do a Continent Area X turn during IOE were in fact not qualified to operate those flights without the supervision of a check airman.

Both flights were conducted with the highest regard for safety and were completed without incident.

## Synopsis

Air carrier flight crew experienced a high work load during an approach which resulted in unstable approach and a missed approach. The crew cited lack of experience and recent flying as contributing.



ACN: 1744763

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 30000

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Component

Aircraft Component : Autothrottle/Speed Control

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1744763

Human Factors : Training / Qualification

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : Maintenance Action

Result.Flight Crew : FLC complied w / Automation / Advisory

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

This concerns an airframe overspeed of approximately 5 KIAS for approximately 10 seconds that occurred at FL300 and .78 mach. We had experienced two issues on takeoff, the first of which required a low-speed RTO and the second involved no FLEX annunciation on the FMA. The FO and I were discussing these events on the climbout (above 10,000) and I was mentally focused on what had happened. Upon reaching our assigned cruise altitude of FL300 I checked that the aircraft had leveled out and I picked up my iPad to start reviewing reporting requirements, ARMS codes, etc. What I did not do was properly review the FMA indications. A few moments later we got a CRC, Master Warning, and aircraft overspeed annunciation. We were approximately 5 KIAS too fast. I immediately retarded the thrust levers (to an intermediate position, not idle) and deployed the speed brakes. As we slowed down I reset the thrust levers to Climb, retracted the speed brakes, and stabilized the aircraft at the desired speed. The FO and I discussed the situation and looked over the instruments. We both agreed that the engines had stayed at climb thrust after level-off and had not retarded to a lower cruise thrust setting, leading to our acceleration and overspeed. He observed that the autothrust was not engaged. We engaged the autothrust, confirmed proper cruise indications on the FMA, and resumed normal flight. We notified maintenance of the overspeed and made an AML entry.

It is likely that the autothrust never engaged during takeoff. We did not get a FLEX indication on the FMA during takeoff roll. We were prepared for this since the previous crew had reported the same thing. I advanced the thrust levers to TOGA, the FO called TOGA set, and we continued for a normal takeoff. At some point during the early climb I did notice that there was no TOGA indication on the FMA. Discussing this later with the FO, he stated that he had confirmed TOGA (and proper engine thrust) on the ECAM displacement, but not on the FMA. My subsequent failure to confirm the cruise indications on the FMA lead to me not seeing that the aircraft was accelerating into an undesired state. I also think that lack of proficiency was a contributing factor. This was my third flight (second as PF) after seven weeks off. This is the longest I have ever not flown without a simulator refresher before returning to the line.

Ensure that I confirm desired aircraft state on the FMA at every phase of flight.

## Synopsis

Air carrier Captain reported an airframe overspeed in cruise that likely resulted from the autothrust not being engaged during takeoff. Captain noted that the failure to see the FMA indications resulted from a lack of proficiency and recency of flying.

ACN: 1744694

## Time / Day

Date : 202005

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Distance.Nautical Miles : 1

Altitude.AGL.Single Value : 700

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 7000

## Aircraft : 1

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Landing

Route In Use : None

Airspace.Class G : ZZZ

## Aircraft : 2

Reference : Y

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Phase : Final Approach

Flight Phase : Landing

Airspace.Class G : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Instructor

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 22330

Experience.Flight Crew.Last 90 Days : 32

Experience.Flight Crew.Type : 800

ASRS Report Number.Accession Number : 1744694

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Miss Distance.Horizontal : 2000

Miss Distance.Vertical : 400

When Detected : In-flight

Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

While on a routine FAR part 91 training flight, my student and I were conducting practice landings and remained in the traffic pattern as announced. We had discussed prior to takeoff the importance in non-tower controlled airspace and the importance of vigilance and that we'd make additional radio calls to announce both our position and intentions. In addition, given the student's prior training and holder of a private pilot license, student added the importance of situational awareness of other traffic. We also discussed the importance to observe both the 12 O'clock and final approach area during the base leg due to the close alignment of the parallel runways at our airport.

As we turned from downwind to base, I reiterated to observe the area ahead as well as the final approach area for traffic. Just prior to turning base to final I observed a plane that appeared to be at our 12 O'clock flight for the parallel runway somewhat higher than our altitude. I suddenly realized that the oncoming plane had overshot his turn and instead began a turn to final and aligned with our runway slightly above and ahead of use. I asked the student to execute a go-around so as not to [get] caught in the wake of the encroaching aircraft as at this time it was now ahead and descending for landing our intended runway. We executed the go-around, and re-entered the traffic pattern for a landing. While in the downwind I called the local FBO and asked that they get the tail number for the aircraft that had just landed and asked that the pilot remain at the FBO until my arrival. Upon landing I proceeded to the FBO where I met the pilot as he deplaned. I inquired whether he was aware of his action and he indicated he decided to use the longer of the two runways as he was high and fast, and that he never saw our aircraft. I then inquired at the frequency he was on and he indicated he had requested the UNICOM frequency from ATC and was given XYY.ZA. I indicated to him that the Tower closes at XA00 and the CTAF was the same as the Tower frequency XYB.C...he apologized, but I indicated that in light of the fact he never saw our aircraft that his actions had caused an unsafe near miss and that he should be aware that his actions were not only careless but placed safety and risk to others due to his carelessness. The take away from this event is that because of recent changes in ATC and Tower closures due to the recent cut-backs and pandemic has created unusual risk to safety due partly because of failure by

novice pilot's complacency and lack of experience and non-standard practices. I suggest as a benefit to others to be vigilant in their situational awareness and review basic operating procedures.

## Synopsis

Instructor pilot reported an airborne conflict with an aircraft that was not on correct frequency.

ACN: 1744678

## Time / Day

Date : 202006

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1744678

Human Factors : Training / Qualification

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

While performing the flow for the taxi checklist, I forgot to turn on the probe heats. I read the taxi checklist I stated "Anti-Ice - Set." The probe heats remained off for the duration of the flight and I didn't notice until we landed and were taxiing in. It was a clear VFR day and we flew at 13,000 feet for our short flight. Luckily, the probe heat was not critical for this flight, but nonetheless it was an unacceptable error.

This was my first flight in nearly 3 months. Due to COVID-19 I have taken leave and bid for reserve which has led to the long period of not flying. Because I had not flown in a few months I was rusty on my flows. I felt that my recollection was strong enough, but in reality I should have taken some time to review SOPs.

Everyone knows that flying skills and company policies/procedures are highly diminishable. In order to prepare for a flight following a period of inactivity I should have dedicated more time to review my duties. I placed too much confidence in assuming that it would all come back to me as "second nature." I pride myself in being highly standardized, but this time I was too lazy to put in the effort to review. My previous hard work and the excellent training programs within company allowed for a mostly successful flight despite being away from the plane for so long, however I know that more is expected of me and I will strive to be better and more professional.

## Synopsis

Air carrier First Officer reported forgetting to turn on the probe heat and stated lack of flying was a contributing factor.

ACN: 1744573

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1744573

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : Pre-flight

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Upon boarding my flight I was approached by a Flight Attendant refusing to wear a mask. I inquired why and was informed COVID is fake and masks violate constitutional rights. I was afraid of confrontation to push back further, so I just asked Flight Attendant to stay



away from me. It created an uncomfortable work situation where I had to decide between feeling safe, and wanting to maintain peace. For the rest of the trip not only was my health put at risk, but others were as well. From other cabin to each and every passenger on board, our health was more at risk then it needs to be due to non-compliance of a requirement.

To avoid a lack of CRM and a situation where FAs might become hostile towards each other, as well as for everyone's health and safety, masks must be mandated unless strictly for medical reasons.

## Synopsis

Flight Attendant reported that another Flight Attendant refused to wear a mask during boarding and throughout the flight. Reporter expressed concern that the health of passengers and other cabin crew were put at risk.

ACN: 1744482

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 900

## Environment

Weather Elements / Visibility.Visibility : 6

Light : Night

Ceiling.Single Value : 12000

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Initial Approach

Route In Use : Direct

Route In Use : Visual Approach

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 193

Experience.Flight Crew.Last 90 Days : 0.8

Experience.Flight Crew.Type : 174

ASRS Report Number.Accession Number : 1744482

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Exited Penetrated Airspace

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

The flight was to keep me current for both day and night flight. This COVID-19 thing has kept me from flying lately. Typically I do this with a general currency flight that starts during daylight and ends at night, so I can get my 3 landings in. I also go through flight Maneuvers as a part of the currency. That day I did slow flight, Power on and power off stalls as well as steep turns. I was feeling a little disoriented so discretion being the better part of valor I decided to head back to ZZZ. My preparation for the flight was flawed: 1) I didn't protect my night vision 2) I didn't properly get the aircraft set up for night flying 3) I didn't have my firelight app set up [as it should] have been. When I headed back I flew through ZZZ Class D airspace without communicating. I usually fly around the space and I didn't realize I had entered it until I looked down at the airport. It is very close to ZZZ1 and I just wanted to get the plane on the ground at that point.

## Synopsis

GA pilot experienced an airspace incursion while returning from a practice flight. Pilot reported not being fully prepared for the flight and had not flown lately due to the COVID-19 pandemic.

ACN: 1744433

## Time / Day

Date : 202005

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Route In Use : Vectors

Maintenance Status.Maintenance Deferred : N

Maintenance Status.Records Complete : N

Maintenance Status.Released For Service : N

Maintenance Status.Required / Correct Doc On Board : N

Maintenance Status.Maintenance Type : Scheduled Maintenance

Maintenance Status.Maintenance Items Involved : Work Cards

Maintenance Status.Maintenance Items Involved : Inspection

Maintenance Status.Maintenance Items Involved : Testing

## Component

Aircraft Component : Lubrication Oil

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Lead Technician

Qualification.Maintenance : Airframe

Qualification.Maintenance : Powerplant

ASRS Report Number.Accession Number : 1744433

Human Factors : Time Pressure

Human Factors : Workload

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Maintenance

Were Passengers Involved In Event : N

When Detected.Other

Result.General : Maintenance Action

Result.Aircraft : Aircraft Damaged

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

Aircraft X was in a storage state during preservation maintenance when an engine run was accomplished on both #1 and #2 engines with their main oil tank empty and their respective main accessory gearbox drained of oil as well.

This is an event that is unprecedented, I am here to focus on how serious this is in regards to determining serviceability of the subject engine(s). As an experienced lead AMT, I am no stranger to engine overhaul, test cell duties, diagnostic test flights or on-wing engine/taxi runs. I know how violent an engine reacts when it incurs an internal failure while in operation and to summarize the thought process, it's fortunate that many of these failures happen on the ground during maintenance but some unfortunately happen when an aircraft is in service and in flight.

Every engine manufacturer designed these engines to operate normally on different phases of flight under different conditions providing that the operator/consumer, observes, adheres to all or any operational instructions provided. In regards to engine oil quantity, our company pre-run checklist, before an engine is even operated, it must contain a minimum of 1X quarts of main oil quantity as displayed in the flight deck. I have no doubt that an engine will still operate normally with lesser quantity if oil pressure and oil temps remain normal and no other abnormal parameters are observed. If an anomaly does happen during an engine operation that's related to oil and or lubrication system, especially those observed readings that can indicate an impending failure or incursion beyond its operating limits, the engine in operation must be stopped immediately.

The company has ample resources available to address or troubleshoot these issues in the form of MMs, FIMs, TSMs, etc., and likewise, all modern aircrafts has built in systems known as recorder mediums such as PCM, DMU, and FLT RCDR that can be downloaded as necessary to provide insight and health assessment to many operating parameters including engines at real time or recorded. With the issue we have, none of the recording mediums downloaded has provided us with any source of readings and or indications that may shed light as to how we can possibly approach and deal with this problem.

Here's the issues that I have: These engines were run with no oil in tank and main accessory gearbox oil was drained as well. With the rate of speed that these engines operate even at idle, there are many parts within the scope of the lubrication systems that is dependent on proper oil pressure in order to maintain normal operating temp such as the huge thrust bearings, sideload bearings and other compartment bearings along with

the other critical parts like the scavenge and pressure pumps. Common sense will also dictate that with no oil to begin with, these bearings and critical seals have now been exposed to undetermined excessive heat that may have inflicted heat damage and reduce life cycle on other parts. I have thoroughly searched the MM and TSM in hopes to provide me some insight on how to troubleshoot or address this issue and found none.

In fact, due to my curiosity, I have checked all the other fleets troubleshooting manuals and was unsuccessful as well. The only fleet that came close to addressing an oil pressure issue involves the CFM engines and that's whenever its engine oil pressure goes below minimum limits that exceeds 30 seconds, the engine is to be replaced. Engines are just not designed to operate with the oil system drained and it's beyond my scope of knowledge and experience to determine serviceability. Unless an engine manufacturer can provide us insight, recommendations or have experienced a similar event and shares us the information and or make known to us what decision that had to be made, we and the Company is in a serious predicament.

What we are being asked as part of the maintenance process are these EG callouts that instructs to check MCDs and perform numerous engine runs as to ascertain and prove its serviceability. These engine runs are unfounded and lack merit and frankly speaking, they are very dangerous. They clearly appear experimental, based on assumptions and not ECRA supported. These proving engine runs are best authorized and done in a test cell environment where it is safe and properly managed.

In summation, these engines were not run with a low oil qty condition as many may have thought or have been misled to think. One would argue that it still had oil in the form of residuals in the lines and that would be enough to come to a conclusion that all the bearing compartments and other critical areas were not affected or heat damage is not a factor.

These types of arguments are foolish and obviously do not share the same mindset as I and that is to operate with a mindset that's geared towards safety, legality and have a high degree of confidence that the right decision is made, without any doubts or reservations.

The public views us as an airline of choice and as we transport them around, they expect guaranteed reliability, safety and comfort. In conclusion, the decisions to be made hinges on two different paths. One is to render the engine serviceable after maintenance proving runs that is unfounded, lack merit or support from many technicians and frankly speaking, the engine(s) are damaged goods! The other direction is to follow the only recourse that should have been in the first place. Stop these foolish maintenance practices that may prove dangerous downline and do what's right.

## Synopsis

Lead Aircraft Technician reported an aircraft in storage had both engines run with no oil in either the main oil tank or accessory gearbox.

ACN: 1744430

## Time / Day

Date : 202005

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Maintenance : Other / Unknown

ASRS Report Number.Accession Number : 1744430

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Maintenance

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Environment - Non Weather Related

## Narrative: 1

On Aircraft X, after the cleaner left the plane a small crew went on the plane and accomplished electrostatic cleaning. Afterwards I spoke to the crew about the cleaning. I then started choking and gagging. I am very concerned about the chemicals and the health of people like me as well as others who clean the plane and use this equipment with just a filtered mask. After I left them, my lungs started to clear up fast. But for a long time afterwards I still have some shortness of breath. I know the EPA has issues with this kind of cleaning, but I am very concerned for the health of our employees, vendors, cleaners as well as our passengers. As of today, I don't know what kind of chemicals are being used and the time to keep away from the plane.

I understand the cleaning issues, but it had effects upon me. I don't know the answer to this one.

## Synopsis

Air carrier Maintenance employee reported adverse health symptoms after exposure to an aircraft just cleaned using electrostatic spraying.



ACN: 1744335

## Time / Day

Date : 202005

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Airspace.Class B : ZZZ

Maintenance Status.Maintenance Type : Unscheduled Maintenance

Maintenance Status.Maintenance Items Involved : Repair

## Component : 1

Aircraft Component : Circuit Breaker / Fuse / Thermocouple

Aircraft Reference : X

Problem : Improperly Operated

## Component : 2

Aircraft Component : Indicating and Warning - Lighting Systems

Aircraft Reference : X

Problem : Design

Problem : Malfunctioning

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Experience.Flight Crew.Total : 5685

Experience.Flight Crew.Last 90 Days : 91

Experience.Flight Crew.Type : 3653

ASRS Report Number.Accession Number : 1744335

Human Factors : Training / Qualification

Human Factors : Troubleshooting  
Human Factors : Human-Machine Interface

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1744340  
Human Factors : Human-Machine Interface  
Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Detector.Person : Maintenance  
When Detected : Aircraft In Service At Gate  
Result.General : Maintenance Action  
Result.General : Flight Cancelled / Delayed  
Result.Flight Crew : Rejected Takeoff

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I briefed the crew like I always do, but emphasized to both pilots and FAs the fact that we are making a lot of mistakes. I encouraged everyone to stick to SOP and work together as a crew.

We pre-flighted the aircraft and I made a point to be diligent. That said, you get interrupted and this was the case with my normal inspection of the circuit breaker panel. I normally do this as so as I go into the flight deck. In this case, the FO was not in their seat fully, so I accomplished some initial items, then stepped back. When I returned, I failed to inspect the C/B panels. If I had, I'd have noticed the collared C/Bs for every probe heater.

I went through my overhead flow although I checked the probe heat, I didn't notice that the lights never went out. I think this is possibly due to the fact that every probe heater was ions, so the whole light panel for these probes was lit, as opposed to noticing if only one light failed to extinguish. My error.

We continue with our procedures and briefly noticed before taxi that the panel anti-ice light was lit. The FO jiggles the button and it extinguished. We figured it was just the panel acting up, which it often does. This is a human factors issue. We have become so de-

sensitized to the panel not working that when we get an indication like this, we think nothing of jiggling the switch and continuing if the lights go out. I have the panel stick many times and often when we check it, it take numerous presses from both pilots to get the system to test. This is normalization of deviation, both from and SOP standpoint, but also from a design and system failure standpoint. We all know this system is poor.

When the anti-ice light went out, we continued to takeoff, checking the panel once again, and got no lights. We took the runway and at about 30 knots, the Master Caution light lit up and I took the aircraft and rejected the takeoff. We ran the checklist and cleared the runway to troubleshoot. We had gotten the Master Caution with no associated panel light illuminated. This is not right. We jiggled both panel lights and the anti-ice light in front of the FO came on steady. It should have been on, the entire time. I called Maintenance Control and after talking with the, I taxied back to the gate for maintenance.

They discovered that when the aircraft was pulled from storage, that all the C/Bs for the probe heaters were still collared.

Takeaways for me:

- Late night departure.
- Lack of recent experience, proficiency.
- Interrupted SOPs during preflight.
- Myopia to the illuminated probe heat lights because they were all on. This is not common and doesn't stick out. This may seem strange, but we both looked at the overhead panel numerous times, and even though all the probe heat lights were on, it didn't stick out. If only one had been on, it would have been salient.
- The panel system doesn't work right. We all know this and have learned to accept it. That said, I think we all believe this system needs fixing. It sticks and doesn't test very often.

## Narrative: 2

Scheduled push of XA:55 local. 3rd flying leg in the previous 33 days. Due to various reasons both the Captain and I completely missed the CB check during our preflight flow. During the recall test for the after start flow, the MC light and Anti-ice annunciation on the panel illuminated. We checked the overhead panel, and the window heat looked normal (no overheat, all green). We then checked the probe heat panel and all of the amber lights were on, however our brains incorrectly registered it as "normal" since there wasn't a broken up pattern (expecting to see one or two lights not in the same state as the others). We then retested the recall check it did not illuminate the MC light or any panel annunciations, even during the recall checks of all subsequent flows. During the takeoff roll, before the engines even achieved T/O N1, the MC light illuminated but no panel annunciations illuminated. The Captain executed a low speed RTO and stopped on a taxi way to troubleshoot. We checked and cleared the recall test multiple times because the only light that kept illuminating was the MC. Only after several recall tests did the anti-ice annunciation on the panel illuminate again. After discussing the situation with Maintenance Control we ended up returning to the gate. Operations started asking us questions and troubleshooting the anti-ice systems. After a couple minutes, the Captain realized that we had completely forgotten to check the CBs and we started looking for any popped CBs. We then saw all the pitot heat CBs pulled and secured with big red collars and flags even though the maintenance release we had was valid. Operations re-secured the CBs and we were on our way.

## Synopsis

Air carrier flight crew reported rejecting a takeoff in response to multiple warning lights. The aircraft had been in storage and anti-ice circuit breakers had been collared and not removed by Maintenance prior to flight.

ACN: 1744314

## Time / Day

Date : 202005

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1744314

Human Factors : Training / Qualification

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Bottom line - the re-qualification training courses are unsafe and unacceptable for the timelines a pilot has been off the fleet and position. To be straight, many of us are appalled that the union, the company, and the FAA would have ever signed off on this. The rest of the pilots just do not know what they are in for yet.

I have never needed any extra training time nor have I failed any checks in my XY-year career as a pilot. I made the mistake of trusting company judgement after the 9/11 attacks in 2001 when I was displaced off the X/Y fleet (FO) after only my second trip after IOE. I had less than XXX hrs on that fleet and position in those months. I then was able to bid back to it just under X years later. I was put through a 2-day sim refresher and a 3 day PC with 14 days of notice. It was totally inadequate and I had to put in a massive study effort with minimal sleep and still felt that it was all on my shoulders to spool up during that first few months after training. Now, years later, nothing has changed. I have now been surplus from Captain's seat on the X/Y fleet. Even after X years as a Captain, I cannot hold any the left seat at any domicile on any equipment. I will be an FO once

again after having already done that for over XZ years. I have been off the type FO position for over X years, and off the Z fleet Captain position for over X years. I have been assigned a re-qualification X course, which has been deemed as "sufficient" training.

Apparently, we also have made the mistake of assuming the industry has learned from the type situation and the egregious assumptions made that a bulletin and a video would be enough training for pilots to handle all the differences.

Many of us are backsliding, taking double demotions in some cases, and some getting furloughed yet again. You are standing by the curriculum that pilots who have been off the jet for nearly five years, just need a quick refresher of a sim, then a PV, another sim, then an MV, and then a loft and an then an LOE. Just imagine doing that yourselves. Also, it is often the case that two FOs get assigned together, so we get even less training in those few days due to having to switch roles and seats.

Any pilot off the seat and fleet for more than two years should have a full qualification course. Pilots between 12-24 months should have re-qualification Y, 6-12 months re-qualification X, and 3-6 months re-qualification Z. The alternatives will be pilots needing extra sims, having poor training record marks, failing checks, and not having the knowledge and skill they need restored to fly the line safely. There must be an understanding of both normal ops as well as emergencies. And all training should be to 'proficiency,' not just to 'demonstrated.'

We cannot afford to have any incidents/accidents as we try to emerge from this horrible COVID-19 situation. We expect much more from the company, the union, and the FAA in helping to give us adequate training and the tools we need to do the best and safest flying we can, especially now with all of the distractions and pressures.

## Synopsis

Air carrier Captain reported concerns with re-qualification training courses after not flying due to the COVID-19 pandemic.

ACN: 1744310

## Time / Day

Date : 202005

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Experience.Flight Crew.Total : 10416  
Experience.Flight Crew.Last 90 Days : 36  
Experience.Flight Crew.Type : 367  
ASRS Report Number.Accession Number : 1744310

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Assigned a 5 day ZZZZ trip from reserve. On the deadhead leg, I observed non-compliance with the mask policy from one of my fellow crewmembers; simply no face covering worn at any time during the flight despite clear policy and announcements from the FAs. On the working legs, none of the 4 of us wore our masks once the door was closed until we arrived in ZZZZ. All of us wore masks in ZZZZ airport, but that relaxed in the van and at the hotel. On our return, 3 out of 4 of us wore masks through ZZZ. The one who did not was stopped for 30 minutes by the CDC, but not given a reason. As I walked through ZZZ1 after returning, I noticed less than half of uniformed pilots wearing a mask while more than 80% of customers did. My concern is not with any one crewmember, but with two general principles: 1. intentional non-compliance with company policy. 2. reducing customers security both physically and psychologically.

## Synopsis

Air carrier First Officer reported inconsistent use of masks per guidelines by crewmembers.



ACN: 1744306

## Time / Day

Date : 202005

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 1170

Experience.Flight Crew.Last 90 Days : 68

Experience.Flight Crew.Type : 1170

ASRS Report Number.Accession Number : 1744306

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Other / Unknown

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

While conducting my crew briefing with my mask on this flight, I felt safety was compromised. I was unable to conduct the briefing in the same manner I had before. Instead of a collaboration of the crew I felt my brief was a mandate, just a lecture from the boss. I found it difficult to judge the facial expressions of the crew during my briefing items with their faces covered. I feel the crew thought the same about me with my mask on. Several minutes later the lead FA asked me several questions that I went over in that brief that validated my concern that my brief was subpar due to the face mask requirement. It was as if this crew member was not in attendance for the brief. I pride myself in my clear and concise briefings as a way to bring the crew together to lay the groundwork for a successful safe flight. My reflection of my brief after was I would have had just as much success not briefing at all. I feel the mask, in a briefing situation, degrades safety and why I submit this report. I am not commenting for or against on any other facet of the face mask policy except for the briefing.

## Synopsis

Air carrier Captain reported concerns with wearing masks during pre-flight crew briefings.

ACN: 1744199

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 14000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Light Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Route In Use : Direct

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 8000

Experience.Flight Crew.Last 90 Days : 150

Experience.Flight Crew.Type : 250

ASRS Report Number.Accession Number : 1744199

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Enroute, we were cruising at 14,000 feet awaiting a climb (planned FL340). My FO and I heard us cleared to FL270 from Center. My FO read the climb clearance back without comment from ATC. We began a climb and sometime just above 16,000 feet, ATC came on frequency with instructions to descend; that we were not cleared to climb. We immediately began a descent. I apologized and explained what we heard and read back. ATC did not respond. Remainder of interaction with Controller was uneventful, as was the remainder of the flight.

With the pandemic, prior discussions with ATC informed me that less traffic volume has resulted in Controllers covering more simultaneous sectors. I'm wondering if the climb clearance was given to an aircraft on a different frequency (with a similar call sign) such that we heard no other aircraft read back the clearance, further reinforcing our belief that the clearance was for us. My FO and I discussed the event and still believed that our tail number received the clearance.

## Synopsis

Pilot reported a communication issue resulted in an altitude deviation.

ACN: 1744193

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 4000

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Final Approach

Route In Use : Vectors

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 3490

Experience.Flight Crew.Last 90 Days : 2.5

Experience.Flight Crew.Type : 2500

ASRS Report Number.Accession Number : 1744193

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Landed As Precaution

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Aircraft X was on an IFR flight from ZZZ to ZZZ1 at 4,000 feet. Was flying the GPS XXR approach into ZZZ1. Approach at XYZ.X cleared me for the approach into ZZZ1 and to contact Tower. Approach did not give me the Tower frequency and I looked up the frequency on the approach plate and mistook the UNICOM frequency of XYY.AB and broadcasted my position and intentions. I thought it was odd that I did not hear any response, but with COVID-19 conditions I was not sure and continued to broadcast to short final and landed. I taxied back for an IFR flight back to ZZZ2 when a pickup truck pulled up beside my plane. I used ground XYX.C to find out my deviation and followed the truck to park and call Tower. I realize now that the correct Tower frequency is XYD.X.

I picked up an IFR flight plan back to ZZZ2 without incident and flew the GPS XY approach into ZZZ2 to a full stop.

## Synopsis

Pilot reported being on the incorrect frequency and thinking it was odd that no other aircraft were heard while landing.

ACN: 1744138

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 1500

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1744138

Human Factors : Distraction

Human Factors : Confusion

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1744139

Human Factors : Confusion

Human Factors : Distraction

## Events

Anomaly.Deviation - Altitude : Crossing Restriction Not Met  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Arriving at ZZZ, after approach check was completed, on a very light traffic day, I was cleared "ILS X, 2,000 till established." I stayed at 2,000 until intercepting the glide slope and did not meet the mandatory 1,500 at ZZZZZ. When I checked on with Tower they said, "I guess Controller gave you relief from ZZZZZ?" We were almost on top of ZZZZZ at this time and could not make the restriction. I don't know why, but I thought, "2,000 until established" gave me relief from the ZZZZZ crossing restriction.

1) I was lulled into a false sense of ease. Due to Coronavirus there was very little traffic in X airspace and it was a beautiful visual day. Usually I would have been hyper-alert in that airspace, but it was more like going into non busy area or something. 2) Expectation bias-I expected the clearance to say, "2,000 until established, ZZZZZ at 1,500, cleared for the ILS X." When Controller cleared me, I thought, "I don't have to cross ZZZZZ at 1,500, Controller gave me 2,000 until established." 3) Weak approach brief-my PNF mentioned afterward that he forgot about the mandatory 1,500 at ZZZZZ. Had I briefed more thoroughly, he may have caught my mistake, but since I didn't verbalize the ZZZZZ - 1,500 feet restriction, he was not in the loop. 4) I did not verbalize my intention when Controller gave me the clearance- I should have said something like, "2,000 until established, I don't have to make ZZZZZ at 1,500." My PNF might have then recognized my stupidity.

## Narrative: 2

Arriving into ZZZ I was the pilot monitoring and was on approach control frequency. We were initially clear direct ZZZZZ1 and later given a heading of 090 to intercept. We were then given "On heading 090 maintain 2,000 till established, cleared for the ILS X, contact ZZZ Tower." The PF armed the approach and neither of us took note of the mandatory altitude of 1,500 at ZZZZZ even though both of us have flown this approach many times in the past. When I contacted the Tower we were cleared to land. Tower then said "I guess you were given relief on the altitude at ZZZZZ." Without thinking I replied "Yes." I then looked at the approach chart and noted the altitude requirement. No further comment from Tower and no request for a phone call were made.

This error was caused by complacency due to the fact it was severe VMC and we had been on the approach many times. The approach briefing was "Visual approach backed up by the ILS". The briefing should have been more thorough but it was lax due to the conditions. My monitoring was lax in that I didn't look over the approach chart to note the mandatory crossing altitude.

In the future I will make sure we do a complete briefing of the approach chart even in VMC conditions.

## Synopsis



Flight crew reported missing a crossing restriction during approach.

ACN: 1744131

## Time / Day

Date : 202006

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 1000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Flight Phase : Initial Approach

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1744131

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

We were cleared for a visual approach Runway X into ZZZ. FO was flying he configured to gear down flaps 30 when the glideslope came alive at the FAF ZZZZZ. The fix is around 3.5 NM from the runway. As we were descending on glideslope I told the FO, that we were at 1,400 feet AFE and to continue slowing down since he was around 165 kts, in order for us to be stable by 1,000 feet, he continued slowing down, and asked for flaps 45 degrees. Unfortunately, by the time we reach 1,000 we were fully configured for landing but too fast, so I told him to go-around and try it again. We completed a go-around per the POH profile, I spoke with Approach and Tower and eventually we received vectors back around to Runway X where we landed without any further issues. They asked the reason for the go-around, I told them it was due to being unstable. Flight attendants and passengers were notified as we were being vectored back to Runway X and After landing and arriving at the gate, Dispatch was notified.

I detected our height from the field elevation around 1,400 AFE and noticed that we were still too fast around 165 kts judging our distance from the runway and a 3.0 degree angle glide path, I asked the FO to keep slowing down so we could be stable by 1,000 feet, he did by asking flaps 45 before landing checklist, but by the time we were at 1,000 feet we were too fast still. Therefore, unstable.

FO being fully configured by 1,000 feet but too fast. Therefore, not complying with all the criteria required for a stable approach.

FO reacted by slowing down and asking for flaps 45 degrees, unfortunately by the time we reached 1,000 feet we were too fast. Therefore, I asked him to go-around and try the approach again.

Before the flight, the FO introduced himself and told me he was a low time FO and hasn't flown much in the past 2 months, most likely due to the reduced flying situation the industry is experiencing at the time. He told me he was still low time. He did very well during the entire flight, unfortunately by the time we were executing the approach he started getting behind the airplane by the time he asked for gear down flaps 30, because he thought that he had enough distance to keep slowing down the airplane he took his time, without realizing that the ZZZZZ FAF fix is only 3.5 NM from the runway slightly closer than others standard FAF at different airports/approaches and therefore he should've kept slowing down. I pointed to the fact that we were approaching 1,000 feet around 1,400 feet that and he was too fast still too fast, he reacted by asking for flaps 45 degrees. However, by the time we reached 1,000 feet he was still too fast. He performed the go-around and his second approach was much better. I would say a suggestion for this issue would be to rotate new low time FO's to fly more often whenever is possible. I know it's hard due to the current flying demand, but after we talked after landing about why we went around, he said he hasn't flow much in the past 2 months and unfortunately he fell behind during the approach phase of the flight.

## Synopsis

Air carrier Captain reported an unstabilized approach resulting in a go-around.

ACN: 1744087

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Large Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 21000

ASRS Report Number.Accession Number : 1744087

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : In-flight

Result.General : Physical Injury / Incapacitation

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

After forward entry door closed, I was advised by #1 FA that we had a sick passenger on board, and a CSM had okayed travel by the passenger. At the same time, I got a call from the #4 FA advising me that the passenger was acting sick/nauseous and disoriented and was causing a lot of concern with the other passengers, who were concerned about their safety and health. This was the first time I was informed of the passenger issue, CSM never consulted or briefed me. We had no way to isolate [the] ill passenger. Contacted operations to have CSM return to aircraft.

Was told that passenger had been denied boarding on a previous flight, and paramedics had attended to passenger and okayed the travel, but there was no record of this or witnesses, just what the passenger claimed. I asked CSM if the passenger's temperature had been taken, it had not. I asked that be done, but they had to get a thermometer from outside security.

While waiting for the thermometer, and after further consultation with the FA's concerning their interaction with the passenger, as well as increasing concern by other passengers about traveling with a passenger that was exhibiting obvious signs of illness of some type, I decided to have the passenger removed from the flight to ensure the safety of my crew and passengers because of the behavior and symptoms being exhibited by the passenger in question and the unknown cause of illness.

In my opinion, poor screening by gate and CSM personal, desire to not deal with an issue and try to push it off on the crew, hoping to let the problem be handled by the flight crew and not dealt with by the gate personnel.

In these times during a national health pandemic, we need to be more cautious and err on the side of safety for the majority of the passengers and crew rather than avoiding making a decision that affects just one passenger or crew. We, as an airline, including gate/CSM personnel, need to treat these situations as if the potentially ill passenger is going to go back and sit down next to one of our family or loved ones. Also, we need to consider the optics of allowing a visibly ill passenger onto an aircraft with a public that has a heightened awareness and concern about the health conditions of other passengers. Also, the CSM and agents need to get the Captain in the loop about things that are going on his/her aircraft. I am absolutely floored that the first I heard about this was by my flight attendants after the agent had given me the final check before closing the door. I hate to say it, but this was yet another example of the degradation of not only Captain's authority, but also professional respect for the Captain and the entire flight crew.

## Synopsis

Air carrier Captain reported having to remove a passenger showing symptoms of illness.

ACN: 1744071

## Time / Day

Date : 202005

## Environment

Light : Night

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Flight Phase : Parked

## Component

Aircraft Component : Data Transmission and Automatic Calling  
Aircraft Reference : X  
Problem : Malfunctioning

## Person

Reference : 1  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Dispatch : Dispatcher  
Qualification.Dispatch : Dispatcher  
ASRS Report Number.Accession Number : 1744071  
Human Factors : Communication Breakdown  
Human Factors : Time Pressure  
Human Factors : Confusion  
Communication Breakdown.Party1 : Dispatch  
Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Airspace Violation : All Types  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Dispatch

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Staffing  
Primary Problem : Aircraft

## Narrative: 1

The Captain operating Flight AB contacted flight control over SATCOM to request to speak with Dispatch and Maintenance regarding the malfunction of their CPDLC. Maintenance told the crew that if they preferred they could issue an MEL to defer the CPDLC, as long as the Captain and dispatch agreed it was deferrable. The Captain wanted to continue with the deferral and I stated that I would review the route, NOTAMs and Jepp to verify there were no restrictions. The first step I took was to review the enroute NOTAMs over waypoint ZZZ VOR because that is a known hotspot. There was a NOTAM for ZZZ1 VOR that stated "If" the aircraft was capable of logging onto CPDLC that it was preferred for that route. I interpreted the wording of the NOTAM to mean that it was preferred, but not required. To continue my investigation of the NOTAM over ZZZ1 I searched "CPDLC" in the state rules and procedures for Country X in the Jepp airway manual text. Under "Route 1234, Y1, Y2 procedures" it states "data link service, CPDLC/ADS-C, is applied to the Routes 1234 [ZZZZZ-ZZZZ], Y1 and Y2." And then there is a table for "Country mainland data link routes operational conditions" and lists CPDLC requirement, again, only for 1234, Y1 and Y2. Then I searched CPDLC for the rest of the state rules and procedures for the countries along the rest of the route and referenced an email from the training department that confirms that our aircraft, can operate in Continent X with no FL restriction with CPDLC inop. Then I confirmed to the Captain that I could not find any restrictions preventing us from using the deferral and continuing the flight as planned. The CPDLC deferral does require the ATC strip to be modified to reflect the loss of CPDLC, so I attempted to rerun the flight plan, but LIDO was not able to rerun the flight plan and gave an error message that there were no available FL on airway X111. When I reviewed the enroute NOTAMs for X111, there was an airway restriction up to FL310, and I mistakenly assumed that LIDO was misinterpreting the NOTAM and restricting the entire airway then in perfect storm timing the enroute airway restriction NOTAM was canceled and I reran the flight plan (and assume that I mistakenly reran the flight plan without the MEL applied) and was able to run the flight plan on another OFP, confirming my belief that it was just a misinterpreted NOTAM by LIDO. Then I wanted to be certain that I did not mess with the planned fuel or planned altitudes by simply canceling and refiling the ATC strip on the filed OFP instead of sending a whole new flight plan with a new OFP this was to prevent accidentally changing any current info, due to the flight being ready to block for departure, and also to receive acknowledgment from all countries listed under the ATC filing, which I did receive acknowledgment and no reject from all of them. It was not until I came in the next day that I was informed by a Senior Dispatcher that there were two RNP4 airways that were on the route, X111 ZZZZ1 to ZZZZZ2, and Y999 ZZZZZ2 to ZZZZZ3. I quickly realized that I had been scanning for any restrictions to CPDLC and not also looking for restrictions to RNP4 (which would have led me straight to the RNP4 routes listed in the airway manual text).

My suggestions moving forward after reviewing this situation. I felt pressure due to time constraints because 1) The flight was nearing their ETD and the route for ZZZZ1 to ZZZZZ2 is notorious for airway closures and I did not want to risk possibly delaying into them, 2) The flight was ready to block and if it was possible to continue with the deferral then I did not want to cause a delay, 3) The Continent X desks (at least mine) are seemingly always setup with flights departing very close to the same time. I was also responsible for Flight AC ZZZZ3-ZZZZZ2 and XXX ZZZ-ZZZZZ2 which both departed within an hour of each other and I was already almost an hour and a half behind on planning due to the ZZZZ1 deferral and there are multiple NOTAMs to review for XX and XXX can be time consuming to find an efficient route to cross that is also approved by [foreign ATC]. In fact I had to notify the

Supervisor that it was possible that I would not have XXX paperwork submitted in time, but was able to barely make the 2 hour deadline.

The next issue was that due to coronavirus separations I was the only dispatcher in Continent X control in my building so I did not have anyone directly next to me to start the dispatch release process and failed to ask my fellow dispatchers on the ocean side for assistance. Lastly, guidelines for constant issues with CPDLC freezing state that if the CPDLC freezes before departure to contact maintenance and have them accomplish the circuit breaker reset procedure. So from now on I will insist that maintenance follow through with this procedure instead of defaulting to a deferral.

## Synopsis

Dispatcher reported re-routing issues associated with the deferral of a flight's CPDLC system.



ACN: 1744067

## Time / Day

Date : 202005

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Flight Phase : Cruise

## Component

Aircraft Component : Autothrottle/Speed Control

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1744067

Human Factors : Confusion

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1744068  
Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Experienced Maintenance delay prior to departure which eventually resulted in an aircraft swap. New aircraft came from hangar and required an additional troubleshoot to clear avionics discrepancy. Asked to refile after cleared to taxi. This was the start of mild mental fatigue. After takeoff we experienced a high workload with multiple heading, altitude and frequency changes. The pilot flying called for the after takeoff checklist. I did the after takeoff flow and ran through the after takeoff checklist. I read the 'thrust rating climb checked' and looked at the climb button to verify that I had pressed it, but failed to specifically look on EICAS to verify that CLB was reflected. When we reached cruise altitude the PF called for the cruise checklist and upon running the cruise checklist we realized that we were still in TO-1 and pressing the cruise button would not change the thrust setting. It became apparent that during the takeoff run the thrust was inadvertently placed in the max power detent and was the reason CLB and CRZ power was not established during the climb. We established CRZ power and continued the flight. Upon arrival I called Operations and was told that because we did not receive any warning/caution/advisory message the aircraft did not require any further inspection.

Mild mental fatigue prior to departure due to maintenance delays and trouble shooting. Lack of experience/proficiency and recent experience in 'type.' Mental saturation during a high workload phase of flight. Failure to diligently cross-check while running a checklist.

Adhere to SOP and diligently cross-check during checklist execution. The Coronavirus has created an unprecedented situation for all of us. After receiving the minimum IOE, I had only flown four legs when everything shut down in ZZZ. I didn't fly for almost three months. The flight regarding this report was my third leg since the shutdown. I think that the company should be looking more closely at who (while still technically legal) may need refresher training/recurrent/more IOE etc. Currency/consolidation/proficiency isn't just a legality, it is also a factor in the safety of our employees and passengers.

## Narrative: 2

I was pilot flying. Upon reaching cruise flight and calling for the cruise checklist (approximately 10 minutes after takeoff), the CA and I noticed that the thrust setting on the EICAS display was showing TO-1 rather than CLB. When we tried to select CRZ thrust setting, the EICAS still showed TO-1. It was then that we realized the thrust levers were still in the detent, thus preventing the setting of any other thrust settings besides TO-1. When we pulled the thrust levers out of the detent and re-selected CRZ, "CRZ" appeared

on the EICAS, and we continued the flight to ZZZ. After landing at ZZZ, the CA called maintenance to ask if we should write up that the thrust rating appeared to have been left in TO-1 until cruise. Maintenance said because no warning/caution/advisory messages showed up, we did not need to write it up.

I had inadvertently pushed the thrust levers into the detent on takeoff. I have a habit of glancing at the thrust rating to back up the pilot monitoring after they say, "After Takeoff Checklist complete," but I was mildly distracted by the busy departure and did not do that this time.

When I am pilot flying, I plan to be careful to continue my habit of checking the thrust rating on the EICAS when the After Takeoff Checklist is complete.

## Synopsis

Air carrier First Officer reported he had inadvertently pushed the thrust levers into detent setting on takeoff, which was not recognized until reaching cruise flight.

ACN: 1744042

## Time / Day

Date : 202005

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 4000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : IFR

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class D : ZZZ

## Aircraft : 2

ATC / Advisory.TRACON : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : IFR

Flight Phase : Descent

Route In Use : Vectors

Airspace.Class G : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Departure

Function.Air Traffic Control : Enroute

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

ASRS Report Number.Accession Number : 1744042

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Conflict : Airborne Conflict

Detector.Person : Air Traffic Control

When Detected : Routine Inspection

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Staffing

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Staffing

## Narrative: 1

I was working the Satellite sector. I had several aircraft in my airspace on two frequencies and constant shout line communication. I was delivering aircraft to the adjacent sector at even altitudes (correct direction of flight). ZZZ Tower tagged and coordinated a VFR aircraft with an alternator issue as what I deemed could be a possible emergency, but I was not in communication with the aircraft. A separate target not tagged indicated 4,000 feet. To prevent a possible conflict I climbed the multiple aircraft I was delivering to 6,000. This altered the altitude we usually deliver aircraft in that sector. I received a arrival to ZZZ at 5,000, knowing I would have to separate my arrival from the aircraft with the alternator issue not on frequency I started the aircraft decent earlier than usual. I cleared the ZZZ arrival aircraft to ZZZZZ, the initial approach fix. I descended an arrival aircraft to Runway X based on the lateral course ZZZZZ offered. The aircraft made a very slow course to ZZZZZ. Realizing the conflict I issued heading to diverge the courses. Shoutline, multiple frequencies, workload and reduced staffing all played a role in this error.

With reduced staffing during this pandemic, we are working with less of the manpower we are normally afforded. While commercial traffic is down general aviation has remained solid. We need to staff based on the demand.

## Synopsis

TRACON Controller reported an airborne conflict and attributed it to staffing levels due to the COVID-19 pandemic.

ACN: 1744041

## Time / Day

Date : 202005

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : FBO

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Training

Flight Phase : Final Approach

Route In Use : None

Airspace.Class D : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 4

ASRS Report Number.Accession Number : 1744041

Human Factors : Distraction

## Events

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Flight Crew : Executed Go Around / Missed Approach

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

ZZZ was using Runway X configuration due to the winds. Aircraft X flew into ZZZ Airspace on the Arrival and was told to report ZZZZZ, expect Runway X. When they reported ZZZZZ, I advised to fly a right downwind for Runway X. In the meantime, I had moved an aircraft on Ground Frequency and also cleared at least two other aircraft the use of Runway X. I cleared Aircraft X sequence and clearance to land Runway X. They read back Runway X. There was one aircraft in the Runway X local traffic pattern and I moved to sequence and clear him behind Aircraft X, but could not find Aircraft X out the window, until I saw him very short final, if not over the threshold for Runway Y. I immediately sent him around and advised I had cleared him for Runway X, told him on climbout to turn left, and fly a left downwind for Runway X. By this time the traffic pattern aircraft was well into the right downwind approaching right base turn. Aircraft X had turned left to join left downwind for Runway Y, conflicting with the traffic pattern aircraft. I told Aircraft X to immediately climb and turn westbound and issued traffic. Aircraft X reported the traffic insight. Thankfully the right base pattern traffic had already started their descent down in preparation for Runway X arrival, but I had not seen that at the time of the immediate climb clearance. I told them to extend out to the shoreline and enter right base Runway X, and asked if they understood that we are landing Runway X, the eastbound runway, and they said yes. I had to point them out to ZZZ1 Tower while they maneuvered back inbound to Runway X. They landed and taxied to park.

This could have been a major issue had my pattern traffic, or any other arrivals for that matter been on short final or approach. The pattern traffic aircraft (sorry I forget his call sign) was on the departure end of Runway X and was not affected by the Runway Y go-around.

I did not Brasher the pilot because I wasn't 100% sure if I had misspoken and wanted to listen to the tapes.

Aircraft X is a student trainer aircraft. There could have been instruction going on and distraction, however the pilot in command read back Runway X several times. The flight school location on the field changed recently- and often for convenience in taxiing, they request to land Runway Y- so there could have been some expectation bias from the pilot going on. I did see two pilots exit the plane when they parked on their ramp.

At the time of the incident, I was the only Air Traffic Controller on the clock. The previous Controller's shift was over and that is when Aircraft X initially called inbound. Coronavirus has us down two controllers, so we are operating summer traffic on winter hours, staying open only until XA pm instead of normal XC am. With daylight lasting later into the evenings, traffic is staying steady later into the evenings. Typically on summer hours, at the time of this occurrence, there would have still be 2 controllers on position and this had a better chance of getting caught sooner and alleviating the situation. To have more eyes in the Tower later in the evening and to accommodate safer operations for everyone, I would recommend some changes to scheduling. I would recommend a 1-9, 2-10, and 215-10:15 to help alleviate workload and increase safety.

## Synopsis

Center Controller reported an aircraft attempting to land on the wrong runway resulting in another aircraft executing a go-around.



ACN: 1743932

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 5

Light : Daylight

Ceiling.Single Value : 5000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1743932

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1743943

Human Factors : Communication Breakdown

Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Flight Crew : Rejected Takeoff  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Ambiguous

## Narrative: 1

Taxiing out for takeoff in ZZZ, Ground Control cleared us to taxi to Runway XXL. One minute later, ATC then said to change runway to XXR. We, as the crew, accomplished the runway change checklist and got all set for takeoff. ZZZ Tower cleared us for takeoff on Runway XXR. As we lined up on the runway, the Captain gave me control of the aircraft. I advanced the thrust levers and called "Set Takeoff Thrust." Approaching what I believe was the 80 knot call, I heard a transmission from ZZZ Tower saying "Flight XX Cancel takeoff clearance if able." The Captain resumed control of the aircraft and rejected the takeoff. We stopped on the runway, and turned off and queried ATC as to why we were asked to cancel the takeoff. We were informed that ZZZ Center was having staffing issues and they didn't want us in the air quite yet. We as a crew felt that was not an appropriate reason to reject given the phase of flight, and because of this we incurred a 30 minute delay and put excessive wear on the tires and brakes on the airplane. In the future, I would recommend that staffing issues of an air traffic control facility are not justified causes for rejected a takeoff in a heavy jet airliner and once a takeoff clearance is issued, unless there is an imminent emergency, the takeoff is not rejected.

## Narrative: 2

Approaching 80 kts during the takeoff, ATC said "Flight AB, if you can, cancel takeoff clearance." The 80 knot call was missed and the reject was initiated around 95 knots. We cleared the runway to the right on XX taxiway and then held on XY taxiway for 20 minutes for the brake temps to decrease from 320 degrees to less than 150 degrees with the fans ON. As we were waiting, I asked ATC what the reason for the cancellation of the takeoff clearance. He said ZZZ Center was getting saturated with the current staffing issue. Runway XXL was closed at our departure time. We were cleared to cross XXL and cleared for takeoff XXR. From that clearance to the reject was maybe 2 minutes or so. While hearing ATC ask us to reject, I didn't know if someone had crossed XXR downfield, were we on fire, was there smoke, was there a vehicle or person on the runway. Had I known it was for ZZZ Center saturation, I would have elected to continue the takeoff. Had we continued the takeoff, would we have continued on course, maybe hold or been given vectors, or stay at a lower altitude until ZZZ Center accepted us. I don't know, but any of those would be a better option than a reject. If ATC was saturated, whether ZZZ1 or ZZZ

Center, having us reject was not the best course of action. Had we been at a higher speed and still rejected this would have been a lot worse. Fuse plugs on the mains would have let go causing X flat tires, fire trucks rolled, we'd be unable to clear the runway, and the airport would have closed. In the future, if Center is busy and we are on the roll, ATC should not ask us to reject our takeoff.

## Synopsis

Air carrier flight crew reported that Tower instructed them to abort the takeoff roll which was requested by the ARTCC facility due to traffic and staffing issues and could not yet accept the flight into their airspace.

ACN: 1743906

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 39000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Medium Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Cruise

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 8100

Experience.Flight Crew.Last 90 Days : 30

Experience.Flight Crew.Type : 700

ASRS Report Number.Accession Number : 1743906

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

Result.Flight Crew : Overcame Equipment Problem

Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

On IFR cross-country ferry flight from ZZZ to ZZZ1, we were level at FL390 and ZZZ Center switched us to XYY.ZA crossing into State X. We checked on to the frequency, but heard no response. We decided to wait and check-in again in the event there was a Controller switch or other delay. We mistakenly waited too long to make contact with ARTCC via charted frequency or guard frequency, because several minutes later we realized we hadn't been called or heard other aircraft. Quiet ARTCC frequencies have become more prevalent during the COVID-19 travel restrictions and low air traffic volume. We attempted contact one more time on XYY.ZA and got no response, so then we looked up the ZZZ Center frequency for our location on the IFR chart and immediately reestablished contact with ZZZ Center. No unusual comments from the Controller. Flight was uneventful from that point.

We may have been transferred to an incorrect frequency, as both pilots remembered hearing XYY.ZA. I don't think we were monitoring XBX.A, as our VHF radio does not have a specific guard monitoring feature. We were monitoring BCY.Z on our UHF radio. We should have been more timely in establishing contact with previous center sector or charted frequency once our initial call was unanswered. No traffic conflicts were reported by ATC, and no questions or queries about the event by any ATC facility.

## Synopsis

Pilot reported that after checking in on Center frequency, no response was received for some time. The pilot delayed locating an alternative frequency due to the quiet frequencies that have become prevalent during COVID-19 reduction in air traffic volume.

ACN: 1743857

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1743857

Human Factors : Training / Qualification

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Upon arrival, as the A FA, I made disarming announcement, disarmed door and cross checked my door (L1) and the R1 door. I then waited for jet bridge and CSA, gave thumbs up, waited for knock, then opened door. As I was opening I heard the interphone "ring." The D answered it. After I stepped away from door to let guests off, I asked the D what the back FAs needed. The D stated that they were relaying that the AFT doors were disarmed. I had forgotten to call them.

I take full responsibility. I rarely fly A, and due to COVID, I haven't been on an airplane in almost 2 months. I was trying to go slow and be cautious. But missed that important step.

## Synopsis

Air carrier Flight Attendant reported forgetting to notify other FAs that the AFT doors were disarmed. Flight Attendant stated not having been in an airplane for an extended time due to the COVID-19 pandemic contributed to the event.

ACN: 1743853

## Time / Day

Date : 202005

## Environment

Light : Daylight

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Cabin Lighting : Off

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Service  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1743853

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Were Passengers Involved In Event : Y  
When Detected : In-flight

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I was flying in A position. About 20 minutes into the flight a passenger began coughing violently in row X window seat Captain's side. I went over, passenger threw up in mask. I was about 2 feet away to help assist. I gave passenger napkins, a new mask, and several double bagged trash bags. I went to ask how passenger felt. Passenger said very nauseous and ate before flight and usually never eats before flight. Flies all the time. I said okay. I turned on air vent and put a cool towel on passenger's head and gave passenger water. I told passenger to ring me again for anything. Ten minutes later I heard



passenger wheezing and coughing again. Passenger's mask was off and was puking in the bag. Again I was two feet away. Passenger was retching and coughing in my face. I told passenger to put a mask on in order for me to assist safely. Passenger did. I asked passenger to tell me what's going on again and if oxygen [was needed] or for me to call for medical personnel on board. Passenger declined both. Passenger can't breathe and feels hot. I call the Captain and tell him what is happening. Based on the coughing and hotness alone he and [I] both decided EMT's should meet the flight during this pandemic. Passenger doesn't throw up anymore. We land. EMT's are there upon arrival along with supervisors and gate agent. I tell the supervisors, gate agent and airport personnel what happened. The EMT's said passenger had airsickness and left. I called the base and spoke to Person A. I told her what happened and my concerns and that I wanted to take a test since passenger coughed directly in my face and the puke bag with bodily fluid was open. I was told by Person A and Person B, because I notified them of the incident if I test positive, I will not be pulled with pay, since I notified them. The supervisors need to have correct information if exposed to COVID-19 while on duty.

## Synopsis

Air carrier Flight Attendant reported interacting with a sick passenger in flight who was possibly exhibiting COVID-19 symptoms.

ACN: 1743844

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Component

Aircraft Component : Transponder

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1743844

Human Factors : Training / Qualification

Human Factors : Human-Machine Interface

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

During the second half of our flight from ZZZ to ZZZ1 while in the cruise portion of the flight, the FO pointed out the transponder was still in ALT On and not TA/RA. We switched it to TA/RA and continued the flight. My mistake for not visually confirming during the "Before Takeoff" Flow and Checklist and my recommendation is to remind crews to really take their time and visually identify items are completed because a lot of us are going weeks or might go a month or longer without flying since COVID lessened our customers desire to travel. Best case I would recommend rotating people through scheduled trips to try to get people to fly at least every other week to maintain everyone's proficiency, but I understand that may be a tough wish.

## Synopsis

Air carrier Captain reported not recognizing until cruise that the transponder was set incorrectly. Captain recommended that crews visually confirm checklist items since many pilots are flying infrequently due to COVID-19 reductions in travel demands.

ACN: 1743828

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1743828

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Human Factors

## Narrative: 1

Had a lot of confusion and miss communication at the beginning of a passenger event. Originally I was told that there was a passenger at the gate who does not have a face mask isn't going to wear one. Also that that passenger was telling people at the gate of having had the virus already. On top of that I was told this passenger had a medical problem they were traveling to ZZZ to be worked on. I was also hearing that passenger was being disruptive.

One of my flight attendants had a concern of this passenger still being contagious and being a disruptive passenger. With the passenger still being at the gate I started to receive more information I was told to contact MedLink. Turns out that the gate had already been in touch with MedLink and the passenger had already been cleared by MedLink. As for the pre-existing medical condition, the passenger told the gate of not wearing a mask because it causes asthma attacks. I verified this to be a possibility with MedLink on my side.

As for the disruptive behavior I spoke with the station manager and he informed me that the passenger was being cooperative and only just understandably a little frustrated. I asked him if he thought passenger would be an issue in flight and he indicated that he did not believe that to be the case. After speaking with my flight attendant about her concerns we decided they had all been resolved and we allowed the passenger to board the flight. I think this is new to all of us and I don't think I could do anything different.

## Synopsis

Air carrier Captain reported a series of miscommunications regarding a boarding passenger who was possibly contagious with COVID-19. After the Captain spent time resolving the issue, it was determined that the passenger could be allowed to board.

ACN: 1743824

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 6000

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1743824

Human Factors : Training / Qualification

Human Factors : Distraction

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Regained Aircraft Control

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

On departure out of ZZZ was given a heading after taking off and to level at 6,000 feet. I turned to the heading and let the nose [go] below the flight director to try and give an easier level off. At first I reduced the throttles manually, but as we were also looking for traffic ahead I let go of the throttles while looking outside and ended up speeding up to about 265 knots before realizing it. I immediately pulled the throttles back and added back pressure.

I believe I underestimated how rusty I might be from barely flying this month. Going forward I'm going to rely more on following the flight director much closer, especially because of how little I'm flying.

## Synopsis

Air carrier Captain had an airspeed deviation and cited being rusty due lack of flying as contributing.

ACN: 1743792

## Time / Day

Date : 202005

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1743792

Human Factors : Human-Machine Interface

Human Factors : Training / Qualification

Human Factors : Workload

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

The flight plan had us going straight across via ZZZZZ so minimum time to coast out. I logged us into CPDLC with ZZZZ Oceanic ATC Operations and we did the circle and tick procedures. Then shortly before ZZZZZ ATC re-routed us over ZZZZZ1 and then told us service terminated, squawk XXXX. We dialed up XYX.Z and XYA.Z on the radios. This was



my first flight in over 3 months due to COVID schedule reductions. In the process of all of this, we forgot to get a SELCAL Ck with ZZ Radio. I caught this later in the flight and we did the SELCAL check with ZZ Radio. Flight continued uneventfully.

We got busy with multiple tasks in a short period of time and overlooked the SELCAL check. I was using the ZZZ Reference Ck list on my iPad but since you can't check off the items on the iPad it's not as effective as using the actual paper copy. Also, having not flown in so long creates another challenge as I had probably lost some of my regular flow that comes with flying more regularly. These are pilot not flying tasks but as the Captain, it is my responsibility to make sure they get done.

Lessons learned: Be sure to use the paper copy of the Reference Guide checklist. There is great value in being able to look and see if any check marks are missing on the checklist.

## Synopsis

Air carrier Captain forgot to do a SELCAL check and cited as contributing factors multiple tasks in a short period and having not flown in a long time.

ACN: 1743769

## Time / Day

Date : 202005

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 8000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 12

ASRS Report Number.Accession Number : 1743769

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

I relieved my fellow Controller, they informed me during the briefing that ZZZ Approach (ZZZ) was open. I sat down and applied my mid configuration settings. My mid configuration settings default to ZZZ airspace not being depicted because typically when we work the Mid shift, ZZZ is closed. I forgot to show that the airspace was open on my scope. I had an IFR aircraft, Aircraft X, westbound and 080. I checked the routing on Aircraft X and it was good so I tried to initiate a handoff to ZZZ1 Approach which was still about 60 miles away. The handoff failed, I assumed it failed because the aircraft was too far from ZZZ1's boundary. I didn't look into it any further. Because I tried to initiate the

handoff to ZZZ1, the aircraft's auto handoff was inhibited and ended up flying about one mile into ZZZ airspace without a handoff until I received a call from ZZZ asking if I was talking with Aircraft X. I said yes, and proceeded to hand off the aircraft and ship them to ZZZ.

During this pandemic I should have changed my mid configuration settings to default to showing ZZZ open. We are on a mid configuration more often due to low volume and if I had been depicting ZZZ airspace I would not have forgotten that they were open and I would have sent the handoff to them before violating their airspace.

## Synopsis

Controller reported using a configuration that did not show an airspace that was open. Controller thought airspace was closed and had an airspace violation.

ACN: 1743749

## Time / Day

Date : 202005

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 5000

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Initial Climb

Route In Use.SID : ZZZ

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 11300

Experience.Flight Crew.Last 90 Days : 5

Experience.Flight Crew.Type : 50

ASRS Report Number.Accession Number : 1743749

Human Factors : Training / Qualification

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Altitude deviation due to poor CRM while PIC was flying with auto pilot off. Contributing factor low recent flying due to COVID slow down. Deviation immediately reported to ATC and corrected.

## Synopsis

Corporate pilot reported having an altitude deviation while hand-flying the aircraft and attributed it to lack of flying due to the COVID-19 slow down.

ACN: 1743722

## Time / Day

Date : 202005

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1743722  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Manuals  
Primary Problem : Company Policy

## Narrative: 1

Due to new FAA exemptions, concerns arise from the jumpseat alternative being away from the interphone and the cabin. Flight attendants sitting in passenger seats are not and have not been listening to the phone when it rings. If you're in a seat during a critical phase of flight issue, we are unable to receive the proper communication about the incident without making it known to the whole cabin in the area around the cabin seat allocated for the flight attendant. Social distancing has more negative issues than positive. Safety is being compromised as not being able to see outside the airplane and understand

any potential evacuation responsibilities. Window shades are asked to be raised and is not enforceable. Medical conditions exist that prevent people from wearing a mask, and it's not enforceable. Flight deck jumpseat has not [been] restricted with X people in the flight deck is severe social proximity and international flights with X to Y pilots in the flight deck also engage in safety of flight issues which is why social distancing policy is not mandated. By allowing flight attendants to sit outside of our jumpseats, it is a safety of flight issue and should not be allowed.

Also anytime sitting on a jumpseat, is a safety issue during safety of flight times aka sterile flight. Due to the need to have to be able to speak, yell, and command an evacuation at a moment's notice with instant communication from the flight deck, face covering policy should be exempted from times performing criticism functions. The current policy does not address this in specific form and needs to be addressed.

Flight Attendant Operations Manual announcement per aircraft is not updated regarding removal of masks during decompression and needs to be added to specific language of every live demo and updated in safety video. Adding announcement outside of the Flight Attendant Operations Manual announcement is not as effective.

Not properly demonstrating the oxygen mask and demo life vest is compromising safety due to distance measure of passengers not being able to see the demonstration. CDC now says that the virus does not have reasonable transmission from surfaces.

Mask policy face covering should also be considered revised as mandatory due to the time of useful consciousness at high altitudes. Due to the 6-10 seconds at high altitudes, we could have more severe issues with the time it takes to remove a face covering, mask, shield, etc., and endangering the lives of our crew and passengers. In addition, there has been no CDC testing that has proven people without symptoms have transmitted to another person. In addition, there is not documented test that has proven this to be effective. There are documented health concerns, however, regarding the mandatory face covering of the nose and mouth with high altitude limited oxygen for extended periods of time.

Face covering cannot be considered an essential safety of flight issue when it is determined that other safety concerns or duties would warrant its removal. It is not then an essential job function when the face covering would need to be removed for the most critical parts of our flight.

## Synopsis

Air carrier Flight Attendant expressed multiple concerns regarding company COVID-19 protocols, including alternative jumpseat locations, social distancing in the flight deck, safety equipment demonstrations, and the wearing of protective masks.

ACN: 1743562

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 135

Relative Position.Distance.Nautical Miles : 3

Altitude.MSL.Single Value : 2500

## Environment

Flight Conditions : Mixed

Weather Elements / Visibility.Visibility : 8

Light : Daylight

Ceiling.Single Value : 2500

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Airspace.Class D : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Phase : Landing

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 11000

Experience.Flight Crew.Last 90 Days : 55

Experience.Flight Crew.Type : 3000



ASRS Report Number.Accession Number : 1743562  
Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Automation : Aircraft RA  
Detector.Person : Flight Crew  
Miss Distance.Horizontal : 6000  
Miss Distance.Vertical : 500  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Due to COVID-19, ZZZ Tower had reduced staffing resulting in 1 Controller working Tower, Ground Control and Clearance Frequencies. A relatively nice day and lifting of stay at home restrictions caused a very high amount of air traffic, with a mix of IFR and VFR, with a lot of training and pilots trying to get back to flying. On departure we leveled at 2,500 feet flying runway heading (departed XXL), once above traffic that was staying in the pattern for XXR, we were given a right turn to 230. In the right turn to 230, traffic was observed on TCAS at 12 o'clock, same altitude, opposite direction, just outside of a mile, increased rate of turn and initiated a climb to 3,00 feet to ensure separation, returned to 2,500 feet when clear of traffic on 230 heading. Was handed off to ZZZ1 Departure with no further/other traffic conflicts and no apparent problems arising from our altitude deviation.

## Synopsis

GA pilot reported experiencing an airborne conflict during departure having to take evasive action. Reporter cited an increase in traffic due to the lifting of stay at home restrictions as a contributing factor.

ACN: 1743554

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Parked

Route In Use : Direct

## Component

Aircraft Component : Transponder

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Private

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 1800

Experience.Flight Crew.Last 90 Days : 8

Experience.Flight Crew.Type : 1600

ASRS Report Number.Accession Number : 1743554

Human Factors : Human-Machine Interface

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Landing after the second flight of the day, during shutdown noticed that transponder had been left on the previous flight's code assigned for flight following instead of having been set to XXXX which would have been appropriate for this flight conducted without flight following. The transponder is ADS-B, so there was still a unique identifier. The flight originated at ZZZ shortly after XApm when the Tower had shut early due to COVID. I am used to getting a flight following code from ZZZ ground, but did not this time because of the closure. Had I been at a normally uncontrolled airport, I would have followed my checklist for electronics, but I am so used to getting codes at ZZZ that I did not pay proper attention to that portion of the preflight/runup. Compounding this is that the transponder is new and less familiar than the one I have flown with for years, which actually would indicate more attention is needed. Always run through full electronics checks on startup and shutdown!

## Synopsis

GA pilot reported inadvertently leaving the transponder code set from the previous flight. The pilot was accustomed to getting a code from the Tower, however the Tower had closed early due to COVID-19 hours and the pilot did not check the transponder.

ACN: 1743551

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 20000

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Takeoff / Launch

Route In Use : None

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 650

Experience.Flight Crew.Last 90 Days : 2

Experience.Flight Crew.Type : 400

ASRS Report Number.Accession Number : 1743551

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Conflict : Ground Conflict, Less Severe

Detector.Person : Flight Crew

When Detected : Taxi

Result.Flight Crew : Rejected Takeoff  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I received my IFR release with a 2 minute void time. Although I had heard the pattern traffic call "turning base" there were no subsequent calls. I checked final and saw no traffic. I announced my departure and entered Runway XX. As I started to roll, the other pilot radioed "hold position, hold position." He further stated that he was on short final and was initiating a go-around. On my climb out he asked if I was on frequency. I replied and he told me that I had essentially cut him off. Although I never saw him, or heard him call "turning final," I apologized and we each went our own way.

Contributing factors on my part include: about 2 hours experience in the last 90 days due to COVID; the 2 minute release window; my unconfirmed belief that I could depart without impacting the other aircraft.

Corrective actions include: Asking ATC for a longer release window; calling for a position report from the other aircraft prior to entering the runway; accepting the release voidance and rescheduling the release.

Human performance consideration: I believe that I experienced a form of "get-there-itis." It felt urgent to depart before reaching the 2 minute void time and that urgency affected my judgment. In truth, there was no rush and I could have taken one or more of the previously identified corrective actions. I will do so in the future.

## Synopsis

Pilot reported calling on radio for traffic and attempting to depart in a 2 minute window, when an aircraft on final requested pilot to hold position, but ultimately had to go-around.

ACN: 1743473

## Time / Day

Date : 202005

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Maintenance Status.Maintenance Deferred : Y

Maintenance Status.Records Complete : N

Maintenance Status.Required / Correct Doc On Board : N

## Component

Aircraft Component : Aircraft Logbook(s)

Aircraft Reference : X

Problem : Improperly Operated

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1743473

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1743474  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Maintenance  
Detector.Person : Flight Crew  
When Detected : Aircraft In Service At Gate  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

After we had secured the aircraft at the gate in ZZZZ, I realized that maintenance stickers had not been written up in the logbook on the ground in ZZZZ1. This was a result of several disruptions that took place on the ground in ZZZZ1. Upon shutdown in ZZZZ1, very quickly the cockpit was swarmed by several people. Loadmaster, Maintenance and local quarantine authorities all congregated in the cockpit area. It was conveyed that before anything could take place on the aircraft until the entire flight crew had cleared the local inspection protocol. This entailed all flight crews leaving the aircraft for a temperature and document check on the outside aircraft steps. In order to get the process of unloading and loading going we all left the cockpit area. Before leaving the cockpit we briefed maintenance on the stickers and the required inspections needed. We were all under the impression that maintenance would complete the inspection and complete the logbook as required. After we had completed the quarantine inspection and reentered the cockpit, we observed the mechanics discussing the stickers. I incorrectly assumed that they had been entered into the logbook as we had received the maintenance release. As I was entering the stickers in the logbook in ZZZZ I realized that ZZZZ1 maintenance had not entered them in the logbook.

In the future I will not allow any external influences take priority before all my duties are complete. Also I will start enforcing the no cockpit entering until I have completed all my post flight duties. A suggestion would be to pass the responsibility of writing up the stickers to maintenance as it is a maintenance function. The flight crew is saddled with enough work.

## Narrative: 2

Upon completing our second flight of the day into ZZZZ and completing the logbook we realized that we had failed to transfer two DMIs (Deferred Maintenance Item) from the first flight to the second. I believe there were several factors that allowed us to miss these items in ZZZZ1. As soon as we had pulled into the chocks in ZZZZ1 ground crew were immediately accessing the flight deck explaining their procedures and informing us that we needed to fill out COVID-19 paperwork, get our passports, and exit the aircraft to meet

local customs authorities who wanted to take our temperatures, and take our pictures while holding up our passports. We complied with this and exited the aircraft to follow their procedures. The local authorities then disappeared with our passports and we were sent back to the flight deck. The mechanics also took the logbook off the flight deck while they were doing their work. This created just enough of an interruption and out of the ordinary procedures to distract us from ensuring the logbook was completed properly.

I don't feel the flight crews have any business exiting the aircraft in Country X. Even if we have a fever, what are the authorities going to do, forcibly detain and quarantine us for a through flight? Regardless of the distraction, I should have done a better job of making sure all DMIs were transferred to the next flight. I had volunteered to complete the logbook for the Captain and should have ensured it was done correctly. In the future I will always ensure all deferred items are properly transferred.

## Synopsis

Air carrier flight crew reported that deferred maintenance items were not properly documented due to multiple distractions in the flight deck, including international COVID-19 screening protocols.



ACN: 1743466

## Time / Day

Date : 202005

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

## Component

Aircraft Component : Nosewheel Steering

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1743466

Human Factors : Time Pressure

Human Factors : Training / Qualification

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Automation : Aircraft Other Automation

When Detected : In-flight

Result.Flight Crew : FLC complied w / Automation / Advisory

Result.Flight Crew : Rejected Takeoff

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were cleared to line up and wait on Runway XXL at Taxiway XX in ZZZ. Shortly after we were cleared for takeoff. I was the Pilot Flying and I advanced the thrust levers. When taking the controls from the First Officer I accidentally bumped the tiller on the way to the yoke. As we were accelerating we got a Steering Inop Master Caution. We aborted the takeoff roll. We stopped and I knew that it was my error that caused the EICAS message, so I decided to reengage the steering to turn off the runway. We turned off and asked ATC to put us to the side so we could run some checklists. After running the checklists I informed the First Officer that I had bumped the tiller and caused the EICAS message. We decided to continue and had enough fuel to depart.

I recently upgraded to this aircraft type and this was my first aborted takeoff as a Captain. I haven't been flying much unfortunately, so I felt a little rusty going in. The first error was bumping the tiller on the takeoff roll. This caused the steer inop and caused the aborted takeoff. The next error was not calling maintenance to verify everything is working as intended. The message trigger was when we were accelerating with the Steering Inop.

I need to take my time and not rush. I felt as though I rushed myself getting off of the runway.

## Synopsis

Air carrier Captain reported aborting a takeoff roll when the tiller was accidentally bumped, causing the steering to disengage.

ACN: 1743435

## Time / Day

Date : 202005

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 2500

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Initial Approach

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1743435

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were completing the last leg of a three flight pattern with a non-revenue flight into ZZZ. There [were] no passengers or crew in the back of the airplane. Weather conditions were very good with unrestricted visibilities, light winds, and some light turbulence. ZZZ is very well known to both pilots having been home airport to both during their career. The pilots are both PIC's, well acquainted and friendly with each other, and work very well together. I was PIC, flying the leg from the left seat, and it should be noted this was only my 4th approach and landing in over two months due to COVID-19 related Ops stand-downs and vacation. Approximately 25 miles south of the airport, we called the airport in sight and were cleared for a visual approach to Runway XL. The airplane was on profile, with appropriate speed and altitude and I began to configure and reduce speed and line up for final approach. The tuned ILS was on glide path and just left of centerline at about 10 miles out, at flaps 10deg and approximately 220 kts, and already cleared to land. Then, the other pilot asked me about a landmark near the Airport which was off our right wing. It was a clear violation of sterile cockpit and I allowed myself to be distracted during a critical phase of flight and pointed the landmark out to him. When I returned my attention to the airplane, it was quickly evident we were now high, fast, and not configured properly. I briefly considered deploying all drag possible and diving for the runway but quickly discarded that option. The other pilot suggested asking the Tower for a left 360 deg turn. Given that we were approximately 2,500 feet AGL and there was virtually no traffic at the time, I agreed with the suggestion. He made the request to the Tower, it was quickly approved, and I initiated the left 360 while continuing a gradual descent and continuing to configure. We rolled out of the turn at three miles, on speed, on glide path, fully configured and stable. We then continued the approach to a normal, uneventful landing.

To me this was a clear case of pilot distraction brought on by an egregious violation of sterile cockpit rules by both of us. Our familiarity with each other and a shared history of operating at this airport led us down the path of complacency. The surprising thing to me was how quickly the airplane departed from the correct descent profile despite such a brief distraction. I should have been much more vigilant in maintaining sterile cockpit, especially given my rustiness from a prolonged layoff from flying. I also believe that over-friendliness and familiarity in a cockpit with your flying partner has the potential to be more dangerous than a crew that doesn't like each other since they are more likely to only focus on the job. This incident was a wake up call for me to brief the absolute necessity of sterile cockpit especially with my friends.

## Synopsis

Pilot reported an unstable approach and requesting a 360 turn on final from Approach. Reporter cited lack of flying and distractions during the approach as contributing factors.

ACN: 1743200

## Time / Day

Date : 202005

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Landing

Flight Phase : Taxi

## Component

Aircraft Component : Brake System

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 9140

Experience.Flight Crew.Last 90 Days : 46

Experience.Flight Crew.Type : 3035

ASRS Report Number.Accession Number : 1743200

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying  
Experience.Flight Crew.Total : 1158  
Experience.Flight Crew.Last 90 Days : 27  
Experience.Flight Crew.Type : 1158  
ASRS Report Number.Accession Number : 1743209  
Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Detector.Person : Flight Crew  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Aircraft

## Narrative: 1

Had a BRAKES auto brake fault ECAM on landing. Taxi to gate was normal. Autoparked Gate X. Set parking brake and realized immediately that the aircraft was slowly moving. Applied normal brakes to stop aircraft. Reapplied parking brake. Ground crew gave us the chocks in signal. It pains me to write this because I am a brake pressure fanatic, but since this was my first trip in over 2 months, my scan was rusty, and I didn't verify the brake pressure, and this happens. Pressure was definitely normal with the second parking brake attempt. Sent report and called maintenance.

## Narrative: 2

During the short taxi in from Runway XX in ZZZ to Gate X (less than 3 minutes) we parked the aircraft with both engines running since we were still within the 3 minutes cool down period. As the Captain set the brake, and before he can verbalize "Brake Set" the aircraft began to move forward. The Captain immediately stepped on the pedal brakes and stopped the aircraft. Prior to landing we received a ECAM message "AUTO BRAKE FAULT" which went away after a few seconds. After landing we had normal braking and steering. At the time we didn't think anything of it, but after we reset the brake after the movement at the gate we thought they might be connected. We reported it and called maintenance.

## Synopsis

Air carrier flight crew reported a brake issue on landing and re-occurring at the gate. Captain stated lack of flying was a contributing factor.

ACN: 1743199

## Time / Day

Date : 202005

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Fuel Booster Pump

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 4209

Experience.Flight Crew.Last 90 Days : 13

Experience.Flight Crew.Type : 3627

ASRS Report Number.Accession Number : 1743199

Human Factors : Confusion

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 17500  
Experience.Flight Crew.Last 90 Days : 35  
Experience.Flight Crew.Type : 2500  
ASRS Report Number.Accession Number : 1743204  
Human Factors : Confusion

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 8308  
Experience.Flight Crew.Last 90 Days : 13  
Experience.Flight Crew.Type : 8308  
ASRS Report Number.Accession Number : 1743661  
Human Factors : Confusion

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Pre-flight  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Procedure  
Primary Problem : Company Policy

## Narrative: 1

The aircraft right center fuel pump low pressure light would not go out with the switch on. The flight would not be legal to operate in ETOPS airspace (ZZZZ-ZZZ). Due to the COVID pandemic, deplaning passengers/crew at any of the stations was unavailable. Decision was made to operate the aircraft back to ZZZ1.

For FDPs originating in ZZZ1: "The second sequence will begin in either ZZZZ1 or ZZZZ and have no more than one segment, ending in ZZZ." Due to the inability to continue the flight to ZZZ and the inability to deplane the aircraft, the decision was made to have "Crew B" operate the aircraft from ZZZZ2 back to ZZZ1.

## Narrative: 2



We had a center tank (right) inop fuel pump on deck in ZZZZ2. We were thus unable to complete the future ETOPS portion of our assigned trip to ZZZZ1, ZZZZ and ZZZ. My copilot and I reached our time limit during the ensuing company machinations to determine the fate and future of our trip. When we timed out we were on the ramp in ZZZZ2. There are dramatic virus pandemic restrictions of personnel in ALL of the X locations encompassed by company. These were supposedly excepted/exempted for crews that got "stuck" in the various X locations due to maintenance issues, etc., but apparently were not, at least not in ZZZZ2. The company was aware of our plight, and the restrictions, and determined the best course of action was for the relief pilots to assume flight duties and fly the aircraft back to ZZZ1. The relief crew planned and flew the flight back to ZZZ1 without any known incident.

### Narrative: 3

Aircraft had a malfunction of the R forward main boost pump on arrival into ZZZZ2. The amber associated and "low pressure light" was illuminated with the pump switch on and fuel in the main tank. It was written up by Crew A. Decision was made to MEL the inoperative boost pump. This MEL did not allow for the flight to operate in ETOPS airspace and therefore the flight from ZZZZ to ZZZ was not going to operate.

With the current COVID-19 restrictions, Country X was not allowing any passengers into their country. The decision was made, for the safety of passengers and crew, to have Crew B, who had been in rest up until this time, to fly the flight back to ZZZ1. The flight landed safely in ZZZ1 without any further incident.

### Synopsis

Air carrier flight crew reported equipment problems and having to change destinations due to COVID-19 restrictions.

ACN: 1743149

## Time / Day

Date : 202005

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1743149

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

As we were cleared for departure I realized that I had forgotten to brief the over the wing passengers prior to pushback. At 10,000 feet I got up and briefed all four passengers individually. It has been nearly 3 weeks since I last worked, with so much new information, and procedures changing daily I got caught up and distracted from my original duties.

## Synopsis

Flight Attendant reported forgetting to brief the over the wing passengers until at 10,000 feet.

ACN: 1743084

## Time / Day

Date : 202005

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 34000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Descent

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 5

ASRS Report Number.Accession Number : 1743084

Human Factors : Distraction

Human Factors : Confusion

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I cleared Aircraft X to cross ZZZZZ at FL340. I handed the aircraft off to adjacent center and subsequently noticed the aircraft descending through FL340. I called the other center to notify them of the unassigned descent, and the Controller investigated to learn the aircraft was going to FL240.

With COVID-19 lack of traffic and talking to a Supervisor about unrelated things, my focus was not 100%. I don't know if the aircraft read it back wrong to me or not. We've always got to be on guard.

## Synopsis

Center Controller reported being distracted due to COVID-19 issues and did not hear a wrong read back from a crew, which resulted in an altitude deviation.

ACN: 1743080

## Time / Day

Date : 202005

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 310

Relative Position.Distance.Nautical Miles : 28

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Cruise

Route In Use : None

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1743080

Human Factors : Other / Unknown

Human Factors : Situational Awareness

## Events

Anomaly.Airspace Violation : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was on a VFR flight. I was following the ZZZ 310 radial inbound and approximately 28 miles from the ZZZ VOR. My plan was to turn southbound towards my home airport ZZZ1 before approaching the ZZZ area. I was watching the floors of the Class B as I approached ZZZ, but I inadvertently crossed into the floor airspace. Upon realization of this fact I immediately turned around and descended to clear this airspace. Not flying during the COVID-19 restrictions made me rusty and behind the airplane.

## Synopsis

Pilot reported inadvertently flying into Class Bravo airspace and cited lack of flying during the COVID-19 pandemic as a contributing factor.

ACN: 1742979

## Time / Day

Date : 202005

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

ASRS Report Number.Accession Number : 1742979

Human Factors : Confusion

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Guidelines impose a requirement for Flight Crews to wear face covering masks. It appears there is a diversity of opinion in the medical community about the efficacy of wearing non-surgical masks to stop the spread of disease, and there is also a diversity of opinion about the health risks associated with the routine wear of face masks by otherwise-healthy individuals. Some medical professionals and associations advise that the routine wearing of face masks may present the following health risks for individuals: 1. Increased chance of dizziness, hypoxia, hypercapnia, and headaches; 2. Increased risk of viral infection, due to increased touching of the face, as a result of the novelty and discomfort of wearing a mask; 3. Increased chance of infection, as a result of prolonged use of a contaminated, single-use mask; 4. Increased chance of infection, as a result of exhaled air being directed into the eyes, causing an uncontrolled response to touch or rub the eyes; 5. A decrease in the body's innate immune response, as a result of the increased viral load resulting from the creation of a moist habitat that sustains and encourages viral activity; 6. A decrease in the body's natural immune response, as a result of diminished exposure to the natural flora that create and maintain a robust immune system.

This leads to the following concerns:

1. An increased risk of hypoxia and hypercapnia is incompatible with safe flight operations. Although guidelines do not require the use of face covering masks inflight, it does require Crews to wear them immediately prior to flight, and makes their inflight use optional.



Before we mandate the use of these masks for Crews who are about to operate an aircraft--or permit their optional use for Crews in flight--we should first conduct a risk analysis. It appears guideline hints at FAA approval for this practice, but it appears that the FAA SAFO 20009 on this subject was simply reinforcing generalized CDC guidance about the wear of face masks in public, without specifically addressing the unique situation of Flight Crew Members who are about to operate (or are actually operating) an aircraft. It is not clear from SAFO 20009 that the FAA did an appropriate medical study to determine if it was safe for Flight Crews to be exposed to an increased hypoxia and hypercapnia risk immediately prior to or during flight. Furthermore, the SAFO does not require operators to analyze this risk, and instead only directs them to address complications surrounding the donning of oxygen masks. Unless the FAA or the Company has conducted a study to evaluate hypoxia and hypercapnia risks, in consultation with aviation medicine professionals, it seems premature to apply the generalized CDC guidance for members of the public to the special and unique work environment of Flight Crews who are operating or about to operate an aircraft.

2. Since Flight Crews lack the ability to adequately disinfect face masks during their extended travels, and since the Company is unable to adequately supply Flight Crews with an appropriate number of single-use face masks to permit regular replacement, it is possible that our flight crews may be more susceptible to self-induced contamination if they are required to wear masks.

3. There appears to be a risk that extended use of the face covering masks could actually result in a decline in the immune system of otherwise-healthy flight crews--something that would result in greater susceptibility to viral infection in the long term, including the COVID-19 virus that these measures are meant to defeat. While well-intentioned, it's very possible that we could be hurting the health of our Employees and creating the potential for increased sick calls with a mandatory wear policy--the opposite of what we hope to achieve with a mandatory wear policy.

If an appropriate medical study about hypoxia and hypercapnia risks associated with facial mask use by Flight Crews has been conducted and Flight Crews are simply unaware of it, then the study's findings should be made available to Flight Crews, so that they may be better educated on this subject. In the absence of a suitable medical review that addresses these potential health and safety concerns, it is suggested that the mandatory wear policy should be eliminated until such a study can be completed, to guarantee the safety of our Employees and Customers. Similarly, the possibility that a mandatory wear policy could inadvertently have an overall negative impact on Employee health, instead of a positive one, should be evaluated if it has not been, and weighed against the perceived advantages of such a policy.

## Synopsis

Air carrier pilot described the potential negative aspects of wearing a face mask in the flight deck.

ACN: 1742952

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 235

Altitude.MSL.Single Value : 2500

## Environment

Weather Elements / Visibility : Turbulence

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 2500

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Descent

Route In Use : Visual Approach

Route In Use : Vectors

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Flight Engineer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1742952

Human Factors : Training / Qualification

Human Factors : Human-Machine Interface

Human Factors : Confusion

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

Result.Flight Crew : FLC complied w / Automation / Advisory

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was on a vector with ZZZ approach for a visual to Runway XX and a descent clearance to 3,000 MSL. Passing through 3,000 the altitude alert flashed and I thought it was a 1,000 foot warning. At 2,600 MSL I realized my mistake and made an immediate climb back to 3,000 MSL. Approach made no mention of my deviation and a few minutes later cleared me for the visual to Runway XX.

There were a few factors involved. The attitude indicator and heading indicator had been recently replaced with two glass displays. Though I had flown plenty of glass in the past, these instruments are still somewhat new to me. I had also taken time off earlier in the year and combined with COVID-19 had not done any flying. I had planned on going out with an instructor before the flight, but the social distancing with COVID-19 made me decide against doing that. I made a few flights totaling 7 hours during a two week period before the date of the incident by myself doing basic and commercial air work, takeoffs and landings and just getting familiar with the plane again. In March I also did several approaches and holds in a flight simulator. The simulator was configured with a standard six pack.

No excuses on my part. I momentarily got behind the airplane and had some confusion with what one of my instruments was telling me.

## Synopsis

GA pilot reported misinterpreting an altitude alert and descended from assigned altitude while on approach. Lack of familiarity with the instrument panel and lack of recent flying due to the COVID-19 pandemic were cited as contributing factors.

ACN: 1742870

## Time / Day

Date : 202005

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Component

Aircraft Component : Air/Ground Communication

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1742870

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

As part of the preflight procedure, the cockpit was disinfected with the large isopropyl alcohol based wipes/ Lysol type wipes for the common touch points during preflight and

post flight. As part of this cleaning, the headsets are cleaned with the wipes and dwelling or the boom is wetted. This created a situation where when the pushback crew called for pushback, the boom mike on the headset did not work. The handset was used. After a period of time before takeoff, the boom was tested again, leading to the possibility that the alcohol solution may have entered inside the boom mike and not dried thoroughly as part of the dwelling process. The same hazard occurred on the previous leg to the FO, and normal operation was restored after a period of time.

## Synopsis

Air carrier Captain reported alcohol from cleaning products may be entering the boom mike causing the equipment to malfunction.

ACN: 1742867

## Time / Day

Date : 202005

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Takeoff / Launch  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person : Company  
Reporter Organization : Air Carrier  
Function.Dispatch : Dispatcher  
Qualification.Dispatch : Dispatcher  
ASRS Report Number.Accession Number : 1742867  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance  
Detector.Person : Dispatch  
When Detected : In-flight  
Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Human Factors

## Narrative: 1

Flight took a delay due to issues loading cargo. Shortly after airborne, I received a call from Load Planning (LP) Supervisor informing that ZZZ Ramp incorrectly loaded the aircraft and that in its current status they were exceeding max tail limit by around 200 lbs. LP said that removing passengers from row XY would put the aircraft within limits. After discussion with crew over ACARS we agreed to confirm row XY was empty and to have LP send the correct weights en route.

## Synopsis

Dispatcher reported being advised of an aircraft that took off with incorrect weights and the need to ensure a certain row in the aircraft was empty to be within limits.

ACN: 1742866

## Time / Day

Date : 202005

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 1500

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Final Approach

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1742866

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Workload

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Regained Aircraft Control

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Flying into ZZZ at 2,500 feet with VFR conditions ATC was vectoring us for the approach to XXL. It was XA:00pm and we were the only airplane in the sector due to the COVID flight reductions. We were on a downwind when we were asked if we had the airport in sight for a visual approach. I said that I did and the FO was comfortable with my decision. This is where all the mistakes started.

I failed to communicate my plan on how to fly this approach. I disconnected the autopilot. I proceeded to the FAF ZZZZZ and told the FO to select 1,500 feet the altitude for ZZZZZ and started to descend in FLCH. Since I haven't flown much since the flight reductions I'm embarrassed to admit my flying skills were very poor. I descended to 1,300 feet at ZZZZZ as I made the sharp turn to intercept. The FO was giving me good guidance but the long day, lack of currency and tunnel vision for the runway made me just not hear his excellent CRM prompting. Again, I'm embarrassed to say from ZZZZZ to below 1,000 feet I got below the glideslope twice. At 500 feet we were stable and landed.

I should have gone around, but like the many pilots before me that have written scenarios of unstable approaches, I didn't. Why not? Because it was VFR, because it was an easy approach, because I could do this. All the reasons that lead to unstable approaches. In all my years of flying, this is the worst decision and execution of my career. I am truly embarrassed to admit this. I am now one of those "How In the World Did They Do That" pilots. I only can hope you don't use this as your new teaching scenario.

So many lessons learned from this one. Visual approaches are one of the most difficult to perform. We don't do them on a regular basis. Fly it as a full ILS. Give yourself enough room outside the FAF to get set up. Don't rush it. Use the autopilot to get set up. Don't hand fly. Especially when it is late and you may be tired. Communicate all your intentions clearly to your flying partner. VVM. Hear and listen to your partner. They are 2 different things. Don't have a big ego and Go-Around. It's not a failure. I know all of these lessons, but failed to execute them. I'm sure the stress of current world events, our company's financial situation, the lack of flying and a lot of other outside influences are contributing factors to this but certainly no excuse.

## Synopsis

Air carrier Captain reported experiencing an unstabilized approach in which they should have executed a go-around but decided to continue and stabilized at 500 feet. Captain reported rustiness from lack of flying contributed to the event.



ACN: 1742861

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 10000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1742861

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1742853  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

Did not intercept the correct runway arrival transition in ZZZ due to a late change in clearance.

Flying into ZZZ on the cleared route ZZZZZ RNAV arrival the clearance was changed to the ZZZZZ1 ZZZ1 transition Runway XX. During the descent ATC requested us to maintain 310 knots and then comply with speed restrictions at ZZZZZ. Selected speed intervene and reset crossing restrictions on MCP because we were now in VNAV SPD vs VNAV PATH. Aircraft was still in VNAV SPD passing the ZZZZZ intersection, so we were continuing to reset the altitudes causing a higher workload than usual. Approaching the ZZZZZ2 intersection we changed to the final Approach Controller and were given a change to intercept the Runway XYL transition for the ILS and descend to 7,000 feet. I did not enter the runway and transition in adequate time to prevent flying through the course. When ATC asked if we had intercepted I replied we had not and were given direct ZZZZZ3 for the ILS.

Many factors lead to this deviation. First, since the COVID flight reduction I have only flown 3 trips and am not as proficient as before. Second, I am not that familiar with ZZZ and am not accustomed to last minute changes since I fly into mostly continent X destinations. Third, the confidence of runway assignment due to our gate location on the side of the airport. And lastly, the knowledge that there were so few airplanes flying into ZZZ during the pandemic that the need for a last minute change was not anticipated.

## Narrative: 2

Did not intercept the correct runway arrival transition in ZZZ due to a late change to clearance.

Flying into ZZZ on the cleared ZZZZZ ZZZ1 RNAV arrival with Runway XX in the FMS. The clearance was changed to ZZZZZ1 transition a ways after ZZZ1. During the descent ATC assigned 310 or greater on the descent, but might ZZZZZ1 speed restrictions. In VNAV/LNAV, opened window to set 310 knots and VNAV Path changed to VNAV SPD so Captain set next lowest altitude vice 8,000 feet. Still in VNAV spd next lowest altitude was set and Controller also had speed reduction to 280 knots.

Approaching ZZZZZ2, we switched to final Controller and he changed Runway to XYL. The FO was still adjusting speed and making sure the altitudes on the arrival were made, so not reading notes for XXL vice XY on the ZZZZZ1. The subsequent waypoint from ZZZZZ2 was not in the FMS, so we were late turning toward ZZZZZ3, more on a course toward ZZZZZ4. ATC asked if we still on the arrival, we said we were having trouble getting it in the box.

ATC then cleared us DCT ZZZZZ5 and descend to 7,000 feet. We intercepted final and flew an uneventful 30 flap landing to XYL.

Lack of flying in almost three months and unfamiliarity with ZZZ certainly didn't help situational awareness on the arrival. I haven't flown to ZZZ in at least X years. The late arrival/runway change reminded me of ZZZ2 RNAV/runway changes.

## Synopsis

Air carrier flight crew reported multiple changes to the arrival and runway resulted in a track heading deviation. Flight crew stated lack of flying was a contributing factor.

ACN: 1742856

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1742856

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Overcame Equipment Problem

Result.Flight Crew : Rejected Takeoff

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was on short call. The crew desk called to assign a 1 day pairing. I woke up and got ready for my deadhead to ZZZ.

Once in ZZZ the Captain called operations to find out how we get to SPOT X. Operations mentioned the plane was in Maintenance and it might be a few hours until it was ready. After about :45 minutes Maintenance deferred the R FMC. We received a new release and were taken to the aircraft. Once onboard we both did our normal flows. I also used the FERRY Checklist.

We were slightly out of our normal flows and the right FMC was deferred. Once we completed our checklist Maintenance cleared us to start the engines. I started both engines per SOP. The L ENG was a no start. I followed the ECL and contacted Maintenance as instructed by the FM. Maintenance had us restart the L RNG and there were no issues. The Captain called for "Flaps 5, After Start Checklist. Somehow doing my flow after start flow I set Flaps 1 instead of Flaps 5.

We taxied from the Maintenance Hanger to Runway XXL. We completed all of the Checklist. A note: with the right FMC deferred the LWR CTR DU can be used via Display Select Panel (DSP) i.e. ENGCOMMCHKL displaying only one at one time.

Taxi was normal and all checklist completed. The Captain was PF and on the application of takeoff power the TO CONFIG Master Warning went off for Flaps. The Flaps were set to 1 not 5. We pulled off the runway and notified Tower. I ran the rejected TO checkout and we taxied back to XXL. The Captain and I discussed how could we have missed that?

I set the flaps to 5 and re-ran the Before Takeoff. We checked the brake temps and the FMC and briefed our departure again.

Once in cruise we debriefed how we missed such an important item. For my part it is not lack of proficiency, I just flew an trip as PF. Some factors that might have affected me were: the early call, the FMC deferral and the Engine no start. Also, with COVID-19 there are so few flights and we had a tight window to make the only ZZZ2 flight from ZZZ1 today. This self-induced time pressure might have subconsciously contributed.

## Synopsis

First Officer reported setting the incorrect flaps resulting in an immediate rejected takeoff after receiving a configuration warning.

ACN: 1742825

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component : 1

Aircraft Component : Aircraft Logbook(s)

Aircraft Reference : X

Problem : Improperly Operated

## Component : 2

Aircraft Component : Minimum Equipment List (MEL)

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1742825

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Logbook Entry  
Contributing Factors / Situations : MEL  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

We operated two flights with an incorrect MEL applied. Flights A and B were operated under the incorrect MEL. MEL XX-X-XX was applied to Aircraft. The correct MEL should have been XX-X-XY. Due to flight deck wipe down I did not review logbook and MEL closely enough nor did I make sure I communicated completely with FO for confirmation.

I need to remember to utilize CRM when it comes to MEL compliance.

## Synopsis

Air carrier Captain reported operating flights with an incorrect MEL applied. The flight deck sanitizing process was cited as a reason for not closely reviewing the logbook and MEL.

ACN: 1742814

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 29000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Corporate

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1742814

Human Factors : Training / Qualification

Human Factors : Distraction

## Events

Anomaly.Deviation - Altitude : Undershoot

Detector.Person : Flight Crew

When Detected : In-flight

Result.Air Traffic Control : Issued New Clearance

## Assessments



Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Working ZZZ Center I believe, at FL380, was given instructions to cross ZZZZZ at FL290. Set 500 FPM descent in FMS, with intention of verifying and adjusting once stabilized in descent. Person A came from cabin and began conversation at cockpit, distracting me from my intended task, and I did not see that we were not going to make 29,000 at ZZZZZ until just before crossing; increased rate of descent in attempt to make [the] restriction. Estimate missing crossing by 500 feet or possibly more, as at approximately the same time, Center called and gave us descent to FL240, so we continued our descent. No mention was made by ATC of any conflict nor any questioning as to what our status for making the restriction was.

This was our first trip in the aircraft in almost three months, due to COVID-19 pandemic issues, and also the first time we had worked as a crew in almost three months. Recent experience was certainly a factor, but not an excuse. I am extremely disappointed with myself for not staying better focused on my immediate task, and counseled the FO on duty to monitor when Pilot Not Flying.

Suggest all crews redouble efforts and vigilance in these trying times as we are all working in unfamiliar situations now with the pressures put on us by the pandemic. Fortunately at this early stage of things moving back toward some semblance of normal, there was probably not a great possibility of a traffic conflict. That will change in the coming days, and even though we may not personally make any more mistakes as these, there will be other crews coming back to flying from furloughs, etc. that still need to get their game back. Looking out for ourselves and the other guys and gals even more than we did before will be the new normal for some time.

## Synopsis

Corporate Captain reported experiencing an undershoot of a crossing restriction and cited lack of recent flying experience due to the COVID-19 pandemic as a contributing factor.

ACN: 1742780

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 1600

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1742780

Human Factors : Confusion

Human Factors : Situational Awareness

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

My home airport is a class D located just outside the ZZZ terminal Class B area. I always wanted to land at ZZZ and with air traffic quiet due to the COVID-19 situation, I thought this would be an opportunity to ask for permission to do so. The weather was clear and I climbed into Aircraft X and departed to the south. I got an early frequency change and got the weather at ZZZ, spoke to ZZZ Approach and asked if I could land at ZZZ. I told ATC I wanted a full stop and taxi back for immediate departure. ATC gave me a squawk code and instructed me to ident. Moments later ATC informed me he had radar contact and gave me a heading of 320 into Class B and to climb and maintain 1,600 feet for vectors to Runway XXL at ZZZ. I repeated the instructions and complied. I was vectored towards ZZZ Airport and then handed off to the Tower for landing. I switched to ZZZ Tower and was cleared to land. The landing was great and I was the only aircraft on the tarmac. I was given taxi instructions for departure on XXR, and asked if I could get vectors to ZZZ1 for a low approach. After departure I was given a heading and altitude for ZZZ1. I executed the low approach for Runway XY at ZZZ1 and then climbed for vectors to the north. I was told to fly to X location to maintain 1,500 feet. The X location was right in front of me with the beautiful city skyline to my left. As I passed over the X location and continued north, it occurred to me that I never heard "Cleared into the Class Bravo." I was given vectors to land at ZZZ, but ATC never said those magic words. I had forgotten to confirm with ATC prior to entering the Bravo if I was cleared, it was just assumed since I was given a discreet transponder code and vectors to land at ZZZ. It is important to avoid complacency during these unusual times where the airspace is eerily quiet. Air traffic has been significantly reduced and all of us, including air traffic controllers, must remain on top of our game so that when things get busy again, we are all ready to do our jobs effectively and remain safe up there. This much is clear.

## Synopsis

GA pilot reported not being sure if he was cleared into Class B Airspace. Reportedly, the decision to fly into Class B airspace was based on the lack of traffic due to the COVID-19 pandemic.

ACN: 1742767

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 20000

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Final Approach

Route In Use : Vectors

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1742767

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Human Factors : Other / Unknown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Executed Go Around / Missed Approach

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Human Factors

## Narrative: 1

Having not been airborne in a couple of months, I decided some instrument approach practice was a good idea in VMC. My initial plan was an RNAV approach at ZZZ. But a late airplane switch put me in an airplane with only ILS capability so I decided to do the ILS approach at ZZZ1. This put me in busy ZZZ2 airspace. While practicing an ILS approach to ZZZ1 under the hood, ZZZ2 Approach was very busy. I set up the radio for ZZZ1 Tower in the secondary and double checked it per the approach chart. When handed over to ZZZ1 Tower, I switched the frequency and called the Tower with my position. I then was very busy keeping the needles centered. The air was a bit bumpy and I had not been flying since the COVID-19 outbreak so was very busy and focused. I was doing an OK job with the navigation but didn't have much bandwidth for anything but the needles and pre-landing checks.

When I didn't hear from Tower I thought it was odd but I was busy so just called for a low approach. After the go-around, I came back up on Approach frequency and the Controller said I had not contacted the Tower. I said I called them. Then I checked the frequency again. I had set .0X instead of .X. I had even checked it 3 times before the switch and again at the switch and didn't catch the error. The second error was not confirming contact with the Tower and confirming landing clearance. Since the Approach Controller was very busy I cancelled approach practice and did some VFR landing practice. I need practice and will take an instructor with me next flight.

## Synopsis

Pilot reported being switched from Approach to Tower, but dialed incorrect frequency resulting in a go-around.

ACN: 1742760

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 3500

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 4800

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Climb

Route In Use : None

Airspace.Class E : ZZZ

## Component

Aircraft Component : Navigation Light

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 1650

Experience.Flight Crew.Last 90 Days : 2

Experience.Flight Crew.Type : 1400

ASRS Report Number.Accession Number : 1742760

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I forgot to turn on my ADS-B for this flight. Climb and descent phases were inside the ZZZ Class B veil, but not in Class B area. I was using my MODE C transponder.

I have an ADS-B that powers on with the nav lights. I forgot to turn on the nav lights. I'm still getting used to operating with ADS-B out. I was also down for 2 months for my annual inspection, partly due to unavailability of my IA because of virus concerns. As this flight was a post-maintenance flight and a windy day, I was concerned about the windy conditions and the best procedure for working with the Tower to climb overhead the airport for the initial climb and checkout. (Working with the Tower was a non-issue, they are great).

I need to revise my Pre-taxi, Runup, or Before Takeoff checklist to include ADS-B (the placard on my panel is apparently not adequate). My checklists are laminated to back of my flight clipboard, so not easy to revise and still on the to-do list.

## Synopsis

GA pilot reported forgetting to turn on Navigation Lights so the ADS-B would activate.

ACN: 1742716

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1742716

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Passenger

When Detected : Aircraft In Service At Gate

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During boarding, a passenger approached me to indicate his displeasure that another passenger was not wearing a mask. I offered to allow the passenger to move forward to the exit row to gain distance from the indicated passenger. Another passenger seated in



the exit row had removed his mask as he was eating. The original passenger, seated in seat X, opted to state that it was "[expletive]" that we wouldn't force everyone to wear masks. I did ask the passengers in question to put on a mask, but he refused. I brought the situation to both the other FA and the pilots. Passenger in seat X remained quiet once he returned to his seat.

Passengers are nervous about flying and rapidly changing requirements that vary from state to state as well as a general disregard for what flight attendants say on the part of the passengers.

## Synopsis

Flight Attendant reported a passenger's displeasure with other passengers not wearing masks.

ACN: 1742698

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Light Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1742698

Human Factors : Situational Awareness

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

ASRS Report Number.Accession Number : 1742699

Human Factors : Distraction

Human Factors : Fatigue

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

### Narrative: 1

At approximately XA:15Z the pilot flying noticed we were about 500 feet above our assigned block altitude FLX50-X70 and climbing at 200 FPM. This was brought to my attention, pilot flying quickly corrected the error, and we resumed cruise flight at FLX70. No other aircraft were around us and nothing was said to us by the Center Controller. Flight continued uneventfully.

Ultimately both the pilot flying and I were distracted and tired. Both of us had reported in a tiredness the night before after several long tough days. Neither one of us got the amount of quality of sleep we wanted for that day. In addition, we were in an in depth discussion on current events and I believe that added to the distraction. We were in the block FLX50-FLX70 but level at FLX60 when the pilot flying communicated and decided to climb to FLX70. I acknowledged that, but failed to realize that the altitude selector was never reset from FLX60 to FLX70. Under normal circumstances I would have trapped that error, but I believe the aforementioned factors contributed to me missing this detail.

This was a breakdown of SOP. Both of us are to blame for letting our guard down and not remaining diligent despite the fact that we had now flown together enough to trust each other. Sometimes it creates more errors when you trust the other person too much, it makes it easier to deviate from SOP. I believe this error was caused by a multitude of factors which have been mentioned above and to prevent that in the future requires more diligence on my part and the part of the pilot flying.

### Narrative: 2

While in the block FLX50-X70, we were level at FLX60. We had become light enough to climb to FLX70 so I notified the FO that I was doing so. For whatever reason, this time I selected the climb mode without resetting the Altitude Selector first. We'd had a couple challenging days with schedules and passengers and were also distracted by a sensitive conversation about COVID-19. We agreed afterward that we were more tired than we realized. I caught the error as we approached FLX75 doing 200 FPM. The last altitude I remember seeing in my scan was FLX68, when I made a subtle mental note that we should be level in a minute. The total deviation was 500 feet and ATC never said anything to us as I descended back down to FLX70. I checked the TCAS both Above and Below on the 50 nm scale and didn't see any aircraft anywhere on the map. Fortunately we were in relatively empty airspace controlled by Center. I don't know why I didn't set the altitude first. That is certainly not normal practice for me so I guess it was the cumulative effect of being tired and being distracted by a conversation about a sensitive subject.

Both crew members being more tired than we realized. Being distracted by a sensitive conversation about COVID-19. My deviation from SOP and the FO's failure to monitor the SOP.

If any one of the factors of SOP deviation, conversation distraction, or fatigue is removed, it wouldn't have happened. All we can do is try to minimize these threats. Most important is the adherence to SOP, but it's the cumulative effect that got us in this case. Obviously my attention has been refocused on SOP adherence going forward.

## Synopsis

Flight crew reported climbing 500 feet above assigned block altitudes and cited COVID-19 conversation distractions and fatigue as contributing factors.

ACN: 1742622

## Time / Day

Date : 202005

## Place

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

## Aircraft : 1

Reference : X  
ATC / Advisory.Center : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Climb  
Airspace.Class A : ZZZ

## Aircraft : 2

Reference : Y  
ATC / Advisory.Center : ZZZ  
Make Model Name : Small Transport  
Crew Size.Number Of Crew : 2  
Flight Plan : IFR  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Facility : ZZZ.ARTCC  
Reporter Organization : Government  
Function.Air Traffic Control : Enroute  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 6  
ASRS Report Number.Accession Number : 1742622  
Human Factors : Situational Awareness  
Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Detector.Automation : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I had just got a relief briefing shortly before the event. I was cleaning the equipment immediately after assuming the position. I would normally be scanning, but my attention was diverted to cleaning the equipment.

Aircraft X was already climbing to FL350 and Aircraft Y was level at FL280 both on route. Most aircraft are climbing extremely well right now with the coronavirus traffic being low. I did not see during the briefing the possible conflict based on climb rate of Aircraft X and Aircraft Y. However, after conflict alert triggered I immediately turned Aircraft X 30 degrees left and expedited his climb. I then called a traffic alert to Aircraft X and told him to expedite again.

I then called traffic to Aircraft Y. Then Aircraft Y said he had the traffic in sight. After regaining standard separation I cleared Aircraft X back on course. No other issues noted.

I should have done a better job scanning during the relief briefing. I normally would have and should have this time also turned Aircraft Y 30 degrees away [from] Aircraft X. For some reason (probably the change in environment of traffic) my instincts didn't turn both aircraft which would have probably kept separation or been very very close to it.

I should have done a couple scans before cleaning the equipment or switching aircraft to the next frequency which took my eyes off a possible conflict.

## Synopsis

Center Controller reported a loss of separation event due to being distracted while cleaning equipment.

ACN: 1742618

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.MSL.Single Value : 2200

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft : 1

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, High Wing, 1 Eng, Fixed Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Personal

Flight Phase : Initial Climb

Route In Use : Vectors

Airspace.Class C : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Military

Make Model Name : Light Transport, High Wing, 2 Turboprop Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase : Initial Climb

Route In Use : Vectors

Airspace.Class C : ZZZ

## Person : 1

Reference : 1

Location Of Person.Facility : ZZZ.Tower

Reporter Organization : Government

Function.Air Traffic Control : Local

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 14

ASRS Report Number.Accession Number : 1742618

Human Factors : Time Pressure

Human Factors : Workload  
Human Factors : Situational Awareness

## Person : 2

Reference : 2  
Location Of Person.Facility : ZZZ.TRACON  
Reporter Organization : Government  
Function.Air Traffic Control : Departure  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 2  
ASRS Report Number.Accession Number : 1742523  
Human Factors : Workload  
Human Factors : Time Pressure  
Human Factors : Situational Awareness  
Human Factors : Training / Qualification

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Track / Heading : All Types  
Detector.Person : Observer  
Detector.Person : Air Traffic Control  
When Detected : Routine Inspection  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance  
Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

I was the Local Controller during a moderately busy period. Traffic consisted of multiple IFR practice approaches arrivals and departures. During this event, an aircraft on a practice IFR approach was on 6 mile final with a climbout procedure. The climbout is a heading of 180, climb to 3,000 feet and is usually pre-coordinated. It is not an official climbout, but it is an understanding between Radar and Tower Controller. Aircraft X called up ready for takeoff with an IFR flight plan southbound also with a 180 heading climbout. With VFR traffic in the Tower pattern, two other aircraft approaching the initial for the overhead, two other instrument approaches on final and simultaneous converging arrival on an intersecting runway with an air carrier and an small aircraft, I determined I had the time and spacing to clear Aircraft X for takeoff with a heading of 200 to create divergence with Aircraft Y when he completes his approach.

Usually a 200 heading should be pre-coordinated but due to the traffic complexity and volume between myself and the Radar Controller, we were unable to coordinate. I monitored Radar's frequency several times for a break between transmissions but the frequency was heavily congested. Aircraft Y executed a missed approach for training and started his right southbound turnout earlier than anticipated with the overhead aircraft approaching numbers for the right break. I instructed the overhead pattern traffic to



"break now" to avoid any conflict with the Aircraft Y on his missed approach turn.

I gave a traffic call to Aircraft Y on Aircraft X that was a few miles upwind and verified Aircraft Y's 180 heading. I then instructed Aircraft X to check in on his 200 heading with approach due to it being a nonstandard heading. I was not aware of any loss of separation at the time and was notified days later. I recommend better coordination would prevent a re-occurrence of this event as well as having the climbout published. I understand that it was used in the past and would like for it to be a part of our climbout procedures.

## Narrative: 2

Aircraft X had just completed an instrument approach and was departing southbound to their destination. Original climb given to Aircraft X was heading 180 maintain 3,000 feet. Aircraft Y was on 5 mile final instrument approach with climbout heading 180 maintain 3,000 feet. Tower requested a heading 220 for Aircraft X which I approved to Radar. When Aircraft X checked on frequency, they were radar identified and then assigned initial heading 180. Aircraft X at the time was 50 knots. Aircraft Y checked in on frequency and I immediately recognized the potential conflict. Traffic Alert was issued and Aircraft Y was turned to heading 150 to de-conflict.

Recognizing aircraft performance characteristics when issuing climb outs, especially when working heavy volume traffic. Tower could have issued a 150 heading to Aircraft Y instead of issuing heading 220 for Aircraft X, airspace design would have benefited the less aggressive divergence attempt. There should have been better coordination between Tower and North Radar.

## Synopsis

Local Tower Controller and Radar Controller reported a conflict between a go-around aircraft and a slower moving departure.

ACN: 1742507

## Time / Day

Date : 202005

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Flight Instructor

ASRS Report Number.Accession Number : 1742507

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Company Policy

Primary Problem : Company Policy

## Narrative: 1

Due to the unprecedented events of COVID-19, the FAA has made special exemptions to requirements of meeting 90-day currency for takeoffs and landings for Airmen and other rules in relation to currency of flight operations.

The aspect of the exemption in question is the exemption for Air Carrier Pilots that allows 2 additional calendar months before De-Qualification.

As a member of a flight crew for a 121 Operator, it has come to my attention that there has not been any guidance as to the scenario of two Air Carrier Pilots who have not flown within 90 days or greater to fly together. One concern of mine is a flight crew operating where a Captain was on Voluntary/Non-Voluntary Time Off for 90 days or greater and a First Officer was also on Voluntary/Non-Voluntary Time Off or not flying as a result of COVID affecting regular flights.

Keeping in the rules 'No Green on Green' always in mind, I believe that the issue of pilot proficiency vs currency should be addressed.

## Synopsis

Air carrier First Officer requested guidance in a scenario where two air carrier pilots, neither of whom has flown within the prior 90 days due to the new 2-month FAA extension, are operating on the same flight. The First Officer expressed concern regarding the issue of pilot currency versus pilot proficiency.

ACN: 1742475

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1742475

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

We had an extremely light passenger load. During the boarding process, the forward FA asked me if it was okay if a passenger moved from the aft of the aircraft to the front of the aircraft. I told her it was okay with me if she was comfortable with doing so, but that was the last communication that we had. After takeoff, I had a sudden realization that the passenger may have moved and that the passenger data/distribution from the auto-closeout may differ from our actual passenger distribution, therefore affecting the accuracy of our weight and balance and manifest. I had the FO call back to the FAs, who confirmed that the passenger did in fact move. After landing, the FA told me that she did not realize that we needed the updated passenger locations for our manifest/weight and balance numbers.

This event was caused by a lack of communication by both parties. By not closing the communication loop, there was information that was not conveyed correctly and therefore caused a breakdown. The lack of further information from the FA led me to the assumption that the passenger was not moved, whereas in her opinion I had given her the OK to do whatever she needed to do and there was no need to report back with any changes. Additionally, we are so used to flights being full and the auto-close out process being so automated, that moving passengers is a relatively new occurrence that none of us were necessarily expecting, but that we should be aware of and expect to occur more in the future.

During unprecedented times such as these where passenger loads are extremely light and the need to distance passengers may be necessary, and where the weight and balance process is now very streamlined and automated, it would be a great reminder for all crewmembers to be aware of the necessity to maintain accurate record of passenger location, and update the data in the MCDU to reflect where passengers are actually seated if it differs from the auto close-out data. Explaining to flight attendants the importance of this communication (having an accurate manifest and subsequently weight and balance data) may help all parties understand the importance of making these changes. I personally plan on briefing the crew during particularly empty flights, that they need to report any passenger seating changes to me prior to departure.

## Synopsis

Air carrier Captain reported that the aircraft departed with passenger distribution data different from the actual distribution due to one passenger changing seats. The Captain noted the aircraft was very lightly loaded and it was important to ensure an accurate record of passenger location, as this could affect weight and balance data.

ACN: 1742319

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 070

Relative Position.Distance.Nautical Miles : 10

Altitude.MSL.Single Value : 500

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 10000

## Aircraft : 1

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Cruise

Route In Use : None

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Cruise

Route In Use : None

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1742319  
Human Factors : Situational Awareness  
Human Factors : Distraction

## Events

Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Crew  
Miss Distance.Horizontal : 1000  
Miss Distance.Vertical : 250  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Flying VFR with flight following from ZZZ Approach on local flight to maintain currency and run engine during COVID-19 inactivity. I was flying at 500 feet when my ADS-B/TIS traffic alert activated. I observed traffic head on at my altitude about a mile away, opposite direction that appeared to be a small aircraft as well. I immediately turned to the right, and descended to approximately 300 feet. The traffic passed off my left with adequate clearance. As I recovered from this maneuver I found myself around 300 feet over a group of people, possibly violating minimum altitude over persons. Once the traffic passed I climbed to a safe altitude consistent with minimum altitudes for the area.

## Synopsis

Pilot reported having to descend to avoid a collision, then realized aircraft may have been too low over a group of people.

ACN: 1742312

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 6

Weather Elements / Visibility.Other

Ceiling.Single Value : 5000

## Aircraft

Reference : X

Aircraft Operator : FBO

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Flight Plan : None

Mission : Training

Flight Phase : Landing

Route In Use : Visual Approach

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO

Function.Flight Crew : Trainee

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1742312

Human Factors : Training / Qualification

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments



Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Weather

## Narrative: 1

This was my first training flight in furtherance of a CFII rating. I received my CFI rating and have not flown as an instructor pilot since receiving my rating.

My CFI-I instructor pilot for today's flight was someone I met over the phone. This morning was my first in person meeting with him. Prior to today's flight, I have [XX] hours of CFII ground instruction with a different instructor.

Last evening, I prepared for the flight by organizing my instrument instructor materials and monitoring the weather. I used Foreflight to monitor the weather checking METAR, TAF and MOS for the morning. At the time, the weather was reporting morning calm winds, good visibility and winds increasing in intensity to over 20 knots by the afternoon. Our flight was scheduled for 2 hour flight time, so I believed we would be completed before the wind front moved through the area.

This morning, I checked Foreflight weather again - METAR, TAF, MOS and winds aloft prior to leaving the house. The current and forecast weather was not significantly changed from the evening prior. I did note the winds aloft at 6,000 was over 20 knots and at 3,000 was in the teens. I do not recall the exact winds. During my drive to ZZZ, I listened to local area forecast on the radio which confirmed what I already knew regarding the weather and wind.

Good night's sleep, no health issues, no alcohol consumption in probably 3 or 4 weeks. Hydrated and personally fueled. No home or work related stress. I am, however, driven by college course requirements to complete my overdue CFI-I training which - I had hoped - to do by the end of [month].

On arrival at ZZZ, the winds were calm. We met at XA:00, briefed our flight training for the morning with the intent to review avionics. We also reviewed CFII flight standards and best practices for instructors. I would be flying from the Right Seat for the lesson.

At approximately XA:45, we left for the hangar. I noted the winds had started to pick up. We conducted pre-flight inspection of the aircraft together and departed ZZZZ for the practice area without incident. ATIS reported winds 260@12knots peak gust to 17.

Flight training was uneventful and as planned. I set up for the Approach to ZZZ, under view limiting device, and contacted Approach for the practice approach. ATIS report was unchanged from our departure, winds 260@12 peak gust to 17. I flew the approach and after passing the final approach fix at 2,000 feet, I added one notch of flaps and reduced power for the descent. At the time, I called out the approach speeds out-loud. Approximately 2 -3 miles from the threshold I added a second notch of flaps, I removed the view limiting device. I commented that I was keeping a bit more power in, at 1700 RPM, to compensate for the windy conditions and would not add additional flaps. I believed I was flying a stable approach and was on glidepath to land on the 1,000 foot runway markings. I reduced power upon crossing the threshold to about 1200 - 1300 RPM.

Approximately 200 feet before the 1,000 foot marker I was beginning the landing flare when we encountered a wind gust that caused the plane to balloon. I recovered and started a landing attempt when a second gust put us on the ground and the aircraft

porpoised twice. I continued moving down the runway and taxied to the hangar. As we were departing the runway, ATC reported a wind gust to 19 knots.

During post - flight inspection, we noticed about a small bend on the prop tip.

Chain of Events:

- New instructor to me
- Current but not proficient in the type aircraft since my last flight in almost a year.
- Current, but had not flown in over a month, rusty.
- Failed to give the surface winds the attention I should have. I was watching the weather, but was (a) eager to get back into the air; (b) I failed to recognize the hazard it created given my level of proficiency from lack of flying in the last 30 - 90 days; and, (c) failed to recognize that the cross wind component on landing was close my personal minimums given my flight recency.
- At the FAF, I called out the landing airspeeds and recognized the wind conditions required compensation which I also said, out loud, about 2-3 miles from the threshold. I still felt comfortable with the approach and noted - out loud - the position of the windsock almost down the runway.
- When at the flare near the touchdown point encountering the gust of wind - which in hindsight, was probably a wind shear - and aircraft ballooning, I failed to take immediate action. The chain of event culminating in the aircraft porpoising and the prop striking the runway.

LESSONS LEARNED -

- Given the weather forecast of increasing winds, I should have realized that my personal minimums would be near the limits at the time we would finishing the lesson. In fact, the winds performed exactly as forecast. At this point I should have postponed the lesson, but I was driven by a desire to get back in the plane from such a long period of time and start my CFII training.
- Since I had not flown in this type aircraft in almost a year and, again, given the wind forecast, I should have postponed the training flight for another day.
- During the approach, I took note of the increased winds and the need to compensate with pitch and power and flaps to mitigate against what eventually happened. My inexperience was overcompensated, however, by my belief that I was maneuvering the aircraft in a stable approach for landing and that "I could do it."
- At the flare, when the wind ballooned the aircraft I failed to immediately initiate a 'go around' by adding full power and flying the aircraft. Instead, I forced the landing by trying to salvage it when a second gust put us on the ground and porpoising twice. I believe this was caused by me not reducing enough power coming over the threshold and landing with too much speed. Again at the first indication of a bounce, and giving the windy conditions, I should have immediately applied power and initiated a go-around.

CORRECTIVE ACTIONS I SHOULD HAVE DONE:

- Immediately, and without hesitation, initiated a go-around. That is the safest thing to do.
- Postponed flight training due to the windy and gusty conditions, my limited flying during COVID-19 restrictions, and my lack of recent experience flying this type aircraft.

- Discussed during pre-flight with the flight instructor my lack of recency in this type aircraft and the winds reaching my personal minimums around the time our lesson would conclude.

Finally, I am glad no one was injured and the aircraft is repairable. This was a very hard lesson for me, but one that will resonate for the rest of my flying career and one that I can/will share with others.

## Synopsis

Pilot reported wind gust caused the aircraft to porpoise twice during landing causing minor propeller damage. Pilot cited lack of flying as a contributing factor.

ACN: 1742311

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.MSL.Single Value : 1100

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : FBO

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Initial Climb

Route In Use : None

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO

Function.Flight Crew : Instructor

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1742311

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Training / Qualification

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

I was training a student in the local ZZZ area (ZZZ). After completing training maneuvers [XX] miles east of ZZZ we returned to ZZZ for touch and go landings. After the 2nd landing we climbed to [an] upwind leg. The Tower Controller was talking to me and another aircraft in the pattern. He gave an instruction to the other aircraft which was doing another touch and go. I heard the Controller say extend upwind he will call the crosswind turn. At the time I made a quick comment correcting my student on his climb speed. I believed the Controller was talking to the other aircraft. I proceeded to make a normal left crosswind turn and continue a normal traffic pattern. As I was on downwind the Controller advised me I should have been on crosswind. I apologized and informed him I didn't realize that instruction was for us. ZZZ has been working with minimum staffing due the pandemic. A single Controller handles three positions Clearance Delivery, Ground Control, and Tower. With this in mind I would've chosen to do touch and go landings at an airport with less traffic. I will be sure to be cautious about this fact until air traffic and controller staffing goes back to normal.

## Synopsis

Instructor pilot reported thinking Tower instructions for them were for another aircraft resulting in a heading deviation. Reporter cited Tower staffing issues due the COVID-19 pandemic as a contributing factor.

ACN: 1742273

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1742273

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : Pre-flight

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Non-rev passenger cleaned her seat area with bleach. I smelled the chemical. Number three notified the Captain and the number one Flight Attendant. They called for the customer service. The customer service representative talked with the passenger and had

the bleach removed from the aircraft. Flight continued on to ZZZ without any further incident.

## Synopsis

Flight Attendant reported a passenger cleaned the seat with bleach. Bleach was removed from aircraft and flight departed.

ACN: 1742271

## Time / Day

Date : 202005

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1742271

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

On this flight, my first flight worked since the introduction of mandatory masks I found it incredibly difficult to address the non-compliance of many passengers with the mandatory mask requirement based on the guidelines provided, even after reviewing them thoroughly several days before. Many passengers boarding the aircraft were not wearing masks and instead holding them in their hands, some of them stating that they didn't know it is now a



mandatory requirement, though I was told announcements were made at the gate.

The verbiage in the guidelines need to be more clear on what, if anything, can be done for non-compliance of passengers wearing masks on board the aircraft. I think that there should be a clearer approach to dealing with this new mandatory mask requirement as well as the non-compliance that will follow. I feel that having a more cohesive approach from both Ground Personnel and flight attendants will reduce the non-compliance in a non-confrontational way.

## Synopsis

Flight Attendant reported difficulty and confusion with guidelines when trying to enforce the mandatory mask requirement.

ACN: 1742175

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 350

Relative Position.Distance.Nautical Miles : 25

Altitude.MSL.Single Value : 13000

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ4

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Route In Use : Vectors

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1742175

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

We departed ZZZ. We had received a short-range clearance via the ZZZZ1 Departure Procedure to the ZZZ1 VOR with a climb to 9,000 and as part of the clearance, told to **expect filed route and altitude within 10 minutes**. The routing I had filed was ZZZ ZZZZ1 ZZZ1 ZZZ2.

The copilot is a very experienced pilot, but new to both the aircraft and the older avionics in the aircraft. During the climb, we were given a heading of 340 degrees and cleared to climb to 12,000 feet MSL. Shortly afterwards, we were issued our "filed route" with the exception that ATC added ZZZ3 and ZZZ3 005/060 to the route prior to ZZZ4 and to climb to 14,000 feet and a new heading was issued to intercept the ZZZ3 005 radial. The aircraft is equipped with older EFIS and FMS. We were climbing very quickly and somehow we missed selecting the altitude preselect arm. We had briefed the need to always arm and altitude selector with each and every change in altitude and to also verify that it was armed 1000' prior to the preselected altitude.

I realized that we were probably close to intercepting the assigned radial and rather than ask my copilot to set things up in an FMS that he was still unfamiliar with, I put my head down to program the FMS with the new routing. The copilot called out the altitude deviation as we were going through 14,300 at a high rate of climb. It took another couple of hundred feet to arrest the rate of climb and work our way back to 14,000 feet.

I believe that there were several factors involved in this incident. First and foremost, as PIC, I simply failed to properly manage my inexperienced (in that aircraft) copilot. I failed to follow the principle of AVIATE, NAVIGATE and COMMUNICATE.

Contributing factors were that we were both rusty - our flying had been significantly reduced due to the COVID-19 quarantines. [X] days before the incident we had flown the aircraft [X] hours on a series of test flights. Prior to that, the last time we had flown the aircraft was over two months ago.

Additionally, the Tower personnel at ZZZ could have issued a more appropriate short-range clearance out of ZZZ. I have received the "ZZZ3 ZZZ3005/060..." routing many times in the past for northbound flights out of the ZZZ4 area when departing out of ZZZ5 which is north of ZZZ4. However, this was my first flight northbound out of ZZZ which is south of ZZZ2. In the past, on departures out of ZZZ to the South, East and West, the clearance received when contacting ZZZ4 Approach was actually the same as what I had filed. I know that this information is available to the ATC staff at the ZZZ Tower, or should be, because after the fact, I checked my email and discovered that [company] had sent me an email giving me the "Expected ATC Routing" for the flight that included the "ZZZ3 ZZZ3005/060" between ZZZ1 and ZZZ2. Having this information included in the "expect..." clearance issued prior to departure would allow flight crews to program their nav systems prior to takeoff. It is a very simple thing that reduces workload and would therefore enhance safety.

Finally, as a flight crew, we debriefed the event and discussed the appropriate techniques and safeguards that we need to strictly follow as we resume flying.

## Synopsis

Pilot reported experiencing an altitude deviation during departure. Reporter cited routing clearance issues and lack of flying due to the COVID-19 pandemic as contributing factors.

ACN: 1742161

## Time / Day

Date : 202004

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Weather Elements / Visibility : Fog

Weather Elements / Visibility.Visibility : 1

Ceiling.Single Value : 300

RVR.Single Value : 5000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Taxi

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Flight Phase : Takeoff / Launch

Route In Use : Direct

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Taxi

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1742161

Human Factors : Fatigue

Human Factors : Distraction

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

During all this COVID restrictions fatigue is taking its toll. At ZZZ I called Center and picked up clearance and departed to ZZZ1 like usual. After departure I had doubts about being released or not. Every night it is pick up the clearance with a fast issuance concluded with void in 5. During all this I will correct any doubts about being released by making sure there is verbal confirmation or denial of "you are released" or "hold for release". It would be an improvement in safety to require a verbalization of release on every clearance at uncontrolled fields as this one was at the time.

## Synopsis

Pilot reported being unsure if he had a release to get airborne on a flight. Fatigue from COVID-19 restrictions was cited as a contributing factor.

ACN: 1742159

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Landing

Route In Use : None

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1742159

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Excursion : Runway

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Regained Aircraft Control

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Weather

Primary Problem : Weather

## Narrative: 1

Was cleared to land on Runway XXR at ZZZ, airspeed was approximately 5 knots higher than usual on approach. Made a normal, smooth touchdown on XXR prior to Taxiway 1. Almost immediately on the initial rollout encountered a right crosswind and aircraft swerved hard to the left. The aircraft exited the runway pavement between Taxiways 1 and 2 and the remainder of the rollout was on the grass infield between Runways XXR and XXL until reaching Taxiway 2. Then taxied onto Taxiway 2 and, after receiving clearance, taxied the aircraft normally across Runway XXR to parking. The aircraft sustained minor cosmetic damage and there were no injuries. It was a solo flight. ZZZ Tower had inquired after the rollout as to whether any assistance was required to which I replied in the negative.

Factors which I believe contributed:

1. Due to Covid 19 pandemic and aircraft being in annual for a month did not have much recent flight experience.
2. Due to Covid 19 pandemic, had to order shoes online, instead of being fitted in a store, which were heavier than expected and worn for the first time during this flight, which resulted in less rudder sensitivity and probably decreased ability to control aircraft on rollout.
3. Crosswind force taking effect almost immediately upon initial rollout right after touchdown.
4. Airspeed 5K too high on touchdown.
5. Failure to react quickly enough due to lack of recent flight experience in regards to a go-around, though still not sure a go-around would have helped.
6. Had been very mentally focused on instrument procedures and flying holding pattern during the flight prior to landing and had "expectation bias" of a normal landing with no crosswind.

## Synopsis

Pilot reported after landing a crosswind took control of the aircraft causing a runway excursion.



ACN: 1742152

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Mission : Ambulance

Flight Phase : Landing

Route In Use : Vectors

Route In Use : Visual Approach

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1742152

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance

Anomaly.Ground Incursion : Runway

Detector.Person : Flight Crew

When Detected : Taxi

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was vectored for a visual approach to Runway X. When asked to contact Tower I switched frequencies, but forgot to contact the Tower and unfortunately landed without a clearance. During this time I was monitoring my medical crew in the back as we had a very sick passenger on board. This is not an excuse but with all the COVID-19 patients we've been flying the last few weeks I've just found myself a bit preoccupied with thoughts of bringing the virus home to my family and not knowing it. That being said, even with everything that is going on, as a professional we still need to pay attention to the task at hand and not get complacent. That truly is why this happened I feel. We get comfortable at our home environment, beautiful day and we forget the simple things that are a vital part of the operation. It's been fairly quiet at the airport except for a few passenger and air ambulance flights, so there was no infraction of airspace or anything that involved another aircraft but is still something that after years of flying I can't believe happened. Bottom line, we have to pay attention!

## Synopsis

Pilot reported landing without clearance and cited the COVID-19 environment as a contributing factor.

ACN: 1742122

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1742122

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Before boarding I notified agent and 2 flight service personnel that passenger in seat XX needed to be moved away from my jumpseat for social distancing. The seat is directly facing the YY jumpseat. I have legitimate concerns of contracting COVID -19 when seated directly facing a passenger in such close proximity. I confirmed a 2nd time with the agent that I wanted the passenger moved. Flight service informed me that the passenger would be moved to a different seat. I was satisfied with the answer and boarding began. As we reached the end of boarding I observed that the passenger still seated in original seat, our legs would also be extremely close, was coughing, and was not wearing a mask. A different agent came aboard aircraft and I notified her that he was supposed to be moved. She responded that she had no idea what I was talking about. I requested flight service to return to the aircraft. Flight service stated that the flight was at complete [XX]% capacity and they couldn't move him because no other seats available. They informed me that if I was scared I will just be removed (without pay, missed trip, disciplinary action). I asked flight service for a few minutes to allow him to gather my options which now meant delaying the flight. I briefed Captain on what was transpiring. I was informed that I would be disciplined if I chose not to work the flight and the guidelines states it is sufficient enough if both passenger and I have on masks while facing each other. I asked flight service if they had extra masks to provide passenger, which they did not. I spoke with passenger regarding wearing a mask which, although disgruntled, he was able to produce from his carry on luggage. I returned to boarding door and informed flight service that I would work the flight. Boarding door was closed quickly and we rushed to push the flight. Through all of the confusion I did not brief my exit rows. After arming my doors and completing All Call, I went directly into the lav in an attempt to gather my composure, completely forgetting that X people in the exit row needed a manual safety demo as their monitors were stowed. The chaos and confusion while boarding, the lack of clear and concise communication from flight service, coupled with my fear of how to protect myself from contracting COVID-19 led to my lack of focus and poor performance of required duties.

## Synopsis

Flight Attendant reported requesting a passenger be moved to accommodate for COVID-19 social distancing. Passenger was not moved and in the process Flight Attendant forgot to brief emergency row.

ACN: 1742121

## Time / Day

Date : 202004

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1742121

Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

We were working the flight and were not informed of the X passengers with COVID-19 symptoms until already in flight. They were sitting in the aft near our crew rest seats. They didn't wear their masks for the entirety of the flight. Will we be informed if they receive positive tests for the Coronavirus?

## Synopsis

Flight Attendant reported not being informed of passengers on the aircraft with COVID-19 symptoms until after airborne.

ACN: 1742058

## Time / Day

Date : 202005  
Local Time Of Day : 1801-2400

## Place

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

## Environment

Flight Conditions : Marginal  
Light : Dusk

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1742058  
Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Dispatch  
When Detected : In-flight

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was notified by the safety department that the Dispatcher for our flight filed a report for that flight departing without an alternate. The TAF information that we looked at showed the weather legal to depart without an alternate. Once boarding was complete it came to our attention that the gate agent boarded before the plane was sprayed with disinfectant. We called the Operations Center and they wanted the plane to be deplaned and sprayed. We finally talked with operations and got them back out to reattach the jet bridge and send the sprayers out. After cleaning was complete we re-boarded, closed up and prepared to push back. When we were initially ready to push we would not have been very late. As we waited longer and longer for a push crew the weather got worse at our destination. We ended up landing XX minutes out of our window to file without an alternate.

Due to the aircraft cleaning being delayed and our focus being towards the cleaning of the aircraft and figuring out how to get everyone off and cleaners back on we became distracted. We took our attention away from the flight and did not catch that we were to arrive much later than expected and when we would need an alternate. The Dispatcher did not catch this either and we departed without an alternate.

The pilot's sole focus should be on the safe operation of the aircraft, there needs to be some sort of divide when it comes to who handles the cleaning and problems in the back of the aircraft. When our attention was away trying to make sure other people were doing their jobs, i.e., cleaning in the cabin, we became distracted and didn't catch the mistake made in filing an alternate.

## Synopsis

Air carrier First Officer reported taking off without a required alternate. A delay due to spraying for COVID-19 was cited as a contributing factor.



ACN: 1742028

## Time / Day

Date : 202005

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
ASRS Report Number.Accession Number : 1742028  
Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

Air Carrier X is not following SAFO20009 guidance in its operation. Air Carrier X is not providing to its passengers or flight crewmembers procedures on using oxygen masks while wearing required face masks on board aircraft. Alcohol based hand sanitizer is not being provided to flight crewmembers. Lack of facilities on aircraft or near aircraft to wash hands with soap and water. Cabin and flight decks are not being cleaned, disinfected, or sanitized after every flight or between crew changes. Lack of detailed cleaning process for flight crewmembers. Flight decks and cabins are dirty and stained. There is no assurance that you are using a clean, disinfected, and sanitized aircraft or workplace. No social distancing practices are being implemented in workplace. Crewmembers are having to share uncleaned surfaces with numerous coworkers and other company employees.

Provide employees with alcohol based hand sanitizer. Provide employees with proper PPE and training for disinfectant product usage and manufacturer's instructions for using product are adhered to IAW with Safety Data Sheets. Create a logbook for each aircraft

about its cleaning history with employee names, times, areas that were cleaned, and what products were used. Provide proper cleaning instructions and training. Provide passengers and flight crewmembers guidance on using oxygen masks while wearing face masks. Provide potable water so crewmembers can wash their hands with soap and water. Provide a socially distanced area for crewmembers to use a landline phone and computer to complete preflight briefings, through flight and post-flight paperwork.

## Synopsis

Air carrier Captain reported that airline is not following the SAFO2009 guidance during the COVID-19 pandemic.

ACN: 1742024

## Time / Day

Date : 202005

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1742024

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : Maintenance Action

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

We had to return to the gate and remove a passenger exhibiting the signs and symptoms of COVID-19. We had just finished de-icing the aircraft and when I called the FA to notify her, she informed me that we had a passenger in the back of the airplane that was visibly ill. She said he was coughing, sneezing, not wearing a mask, and he refused to wear a mask despite repeated attempts by her to give him one. A doctor who was sitting in front of him said he had also gotten up to use the lavatory about five times since they had boarded. She also said the other passengers were starting to panic and become upset with him. I told her to keep them calm and we were going to return to the gate as soon as I spoke to Dispatch so they could put the wheels in motion per airline protocol.

During a global pandemic, a visibly sick passenger was able to get through check-in, security, walk through the terminal, past a gate agent, and onto an airplane with [XX] other passengers and [X] crew members.

I got Person Y on the phone, told him I wanted to return to the gate, and asked him what I needed to do to adhere to Airline's current COVID-19 protocol. He said he needed to make some phone calls and would get right back to me. While I was waiting I called operations on the radio to tell them what was going on and find out which gate they wanted us to return to once got back to the ramp. Person Y called me back and said once we returned to the gate EMS was going to evaluate the passenger and we would go from there. I notified the FA and then notified the passengers as delicately as I could of the situation. Once we got back to the gate EMS came on board and went back to the passenger who was in seat X. They escorted him off of the airplane and into the ambulance at the bottom of the jet bridge where they evaluated him. While this was going on I called Person Z to inform him of the situation as well. A few minutes later the EMS came up and said he wanted to speak to me out on the jet bridge. He informed me that the passenger was "positive for every screening marker of COVID-19." While I was speaking to him the station manager was on the phone with another woman and said she wanted to speak to me. I told her what had just transpired and she said we could deplane to have the entire aircraft fully sanitized or we could continue to ZZZ1 as is and the decision was up to me. I told her we would deplane to have the aircraft cleaned. I got back on the aircraft and made another PA to the passengers explaining what we were going to do. Once they finished cleaning the aircraft I spoke to Person Y again, verified the fuel, weather, etc., from my release was still valid, boarded the [XX] passengers who still wanted to travel to ZZZ1, and we left.

Even though it's already 2+ months into this pandemic I think mandatory masks for all passengers and screening at security checkpoints by TSA or at the very least at the gate should be mandatory. Social distancing isn't an option in a closed environment with recirculating air - like that on an airplane.

## Synopsis

Air carrier Captain reported a passenger was removed from flight due to exhibiting COVID-19 symptoms. Reporter suggested masks should be mandatory for all passengers and there should be screening for COVID-19 symptoms at security checkpoints.

ACN: 1742005

## Time / Day

Date : 202005

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Widebody, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1742005

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1742226

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Taxiway  
Detector.Person : Ground Personnel  
When Detected : Taxi  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Upon landing Runway XXL Ground said cross Runway XXR via [taxiway] join [other taxiway] to [intersection]. Ground Controller asked if we were going into Gate YY and we replied "Yes." Airport was completely quiet, no other aircraft taxiing and assumed cleared all the way to gate. Turned into intersection and saw guide in and continued to uneventful parking. After shutdown we were advised to call operations. We called and were told we needed to call Ramp Tower as they were still open and operating.

## Narrative: 2

Neglected to call Ramp Tower after landing and during taxi to the gate. In past XXXX-ZZZ legs, the aircraft type would be parked on the end of the concourse at a gate that doesn't require a call to Ramp. With the gate assignment being YY, I neglected to notice that a call to Ramp would be necessary.

Contributing to the mistake, we were cleared to the ramp entrance by Tower as we were clearing XXL and that further contributed to me thinking we were good all of the way to the gate. It was very late relative to my home time zone, so I was tired. This was also my first flight in the FO seat in almost two months due to COVID-19 concerns.

## Synopsis

Air carrier flight crew reported not calling Ramp before taxiing.

ACN: 1741998

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 21000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Fractional

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 10

ASRS Report Number.Accession Number : 1741998

Human Factors : Distraction

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Situational Awareness

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

Working [3 sectors] combined. Had a brief period where volume/complexity exploded. This aircraft was a ZZZ arrival from the west. We pointed out the aircraft to ZZZ1 approach to get him away from ZZZ2, where all the conflicts were. I later observed the aircraft 5-10 miles inside ZZZ3 approach airspace without a handoff.

Aside from just the bump in traffic level, the frequency congestion was horrible. Center has been worse than normal during the pandemic in complying with the LOA. We are getting ZZZ4 area landers above FL300. Also, aircraft had been auto-flashing to ZZZ3 above FL240 all day because flight data (or whoever) didn't run the text file to turn off ZZZZZ Intersection the last time it was active. We had no Supervisor and nobody was answering flight data. As a result I had dis-inhibited the auto-flash to ZZZ3.

I really wish we could use cross coupling where available to eliminate pilots stepping on each other.

## Synopsis

Center Controller reported working 3 sectors combined during the COVID-19 pandemic and did not point out an aircraft resulting in an airspace violation.



ACN: 1741968

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : FBO

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Landing

Airspace.Class D : ZZZ

## Component

Aircraft Component : Fuselage Tail Cone

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Instructor

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1741968

Human Factors : Other / Unknown

## Events

Anomaly.Ground Event / Encounter : Ground Strike - Aircraft

Detector.Person : Flight Crew

When Detected : In-flight  
Result.General : Maintenance Action  
Result.Aircraft : Aircraft Damaged

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

After having taken an X week break for Coronavirus, I was doing a currency flight with my student. Student had performed well on all other tasks. We came in for landing and did a few normal touch and goes before practicing short fields. During one of the short field landings, the student was holding the plane in the flare and we struck the tail on the ground. We noticed it after the flight due to the bent skid plate. The plane was immediately taken for a maintenance inspection.

## Synopsis

Instructor pilot reported that while flying with a student they struck the ground with the tail of the aircraft during landing.

ACN: 1741944

## Time / Day

Date : 202005

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1741944

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Company Policy

Primary Problem : Human Factors

## Narrative: 1

Had 2 issues of non-compliance of company policy on same flight:

1. None of our catering personnel were wearing a mask while catering our aircraft.
2. We had a non-revenue pilot board our flight with required mask on. Then as I observed

him from back of aircraft, as soon as he got to his row he took off his mask and put it in his uniform jacket. I came forward and asked him if he needed another mask and he said, "No, I have one." I asked him to please put it on. He complied until I walked past him, then took it off again. I mentioned it to our Purser. As she was doing cabin compliance checks with me prior to closing main cabin door, Purser again had to ask him to, "Please put on mask again." He complied at that point.

## Synopsis

Flight Attendant reported catering personnel were not wearing masks, and a non-revenue pilot was not complying with mask usage until pilot was asked twice to comply.

ACN: 1741926

## Time / Day

Date : 202005

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1741926

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Blocked in ZZZZ1 and noticed that the ZZZZ ramp had left the ramp copy of the signed release on aircraft. I handed the release to the ramp agent in ZZZZ during pre-flight after signing.

We got to the jet which had just arrived. Due to health screening, we did not go into ZZZZ Operations as we normally would. The inbound crew was still onboard, and we had [X] jumpseaters. We then had to deplane while the disinfecting crew came onboard. It was very hectic. Once on board, and able to get to the cockpit to pre-flight, I had to call into ZZZZ Operations for the trip folder with the weather and flight plan release. After I signed the release, I placed it on the first observer seat until a ramp agent came to the cockpit. The ramp agent took the release from me, but must have placed it down on the 1st observer seat, and then forgotten it. The ZZZZ ramp is not used to taking the signed release as we normally review the release and sign it online in ZZZZ Operations. I did not have a chance to review the release via iPad prior to arriving at the aircraft due to the health screening, and the commotion at the jet with cleaners, jumpseaters, inbound crew hanging out, etc.

Just need to remember to assure it goes overboard with the ramp agents, the ramps agents need to be reminded to not forget the paperwork.

## Synopsis

Air carrier Captain reported they departed with the flight release form still in the aircraft. Reportedly, ramp personnel forgot the form in the aircraft after the crew had handed it to them.

ACN: 1741905

## Time / Day

Date : 202005

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1741905

Human Factors : Communication Breakdown

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1741909  
Human Factors : Other / Unknown  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Short turn on to final just inside ZZZZZ Intersection. One dot high. I was task saturated configuring from 210 to 170 knots and getting on glideslope. I tuned out ATC while configuring and didn't catch that we hadn't switched over to Tower for a landing clearance. Captain was busy as well assisting me in configuring and missed the frequency switch to Tower. After landing we noticed we were still on approach frequency.

Although I lost listening focus on ATC communications during configuring, from FAF to touchdown it was pretty quiet and mellow. If I had refocused on listening to ATC chatter, I would have easily noticed we were still on approach.

## Narrative: 2

Short approach to Runway XX, slightly high and slowing to 170. On glideslope by ZZZZZ Intersection. FO leg, he configured quickly and slowed from 170 assigned to approach speed as we approached ZZZZZ Intersection, then dropped the nose to get rid of the 1 dot high glideslope. On glideslope shortly after ZZZZZ1 Intersection, transitioned to normal descent rate and speed. Landed uneventfully. On rollout, not hearing any instructions from the Tower, I looked at the radios and saw that I had never switched over to Tower and gotten a landing clearance. Switched over as I turned off the high speed, called Tower, they replied "There you are Aircraft X, we've been looking for you," then gave me taxi instructions. Cross Runway XY, contact Ground and given instructions to taxi to our gate. No further contact from either Tower or Ground.

Both CA and FO have had extended periods of time off, the latest being about X weeks (FO flew yesterday after a [X] week break). Before that, with all the cancellations in [month], flying was spotty, CA flew [X] trips in the [X] weeks before the latest [X] week break. Both of us were aware of the situation, but we got caught short with a short approach, trying to configure, finish the checklist, and get back on the glideslope when the time came to flip the switch to talk to Tower and get a landing clearance.

Don't let obvious distractions at important points of the flight divert you from required frequency changes or procedures, especially if you know you haven't been in the game much lately.



## Synopsis

Air carrier flight crew reported landing without a clearance. The Captain made reference to lack of flying time in recent weeks as a contributing factor.

ACN: 1741873

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Descent

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class E : ZZZ

## Person : 1

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Approach

Function.Air Traffic Control : Enroute

Function.Air Traffic Control : Departure

Qualification.Air Traffic Control : Fully Certified

ASRS Report Number.Accession Number : 1741873

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Troubleshooting

Human Factors : Workload

Human Factors : Time Pressure

## Person : 2

Reference : 2

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Supervisor / CIC

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1

ASRS Report Number.Accession Number : 1741991

Human Factors : Distraction  
Human Factors : Situational Awareness

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation - Altitude : Excursion From Assigned Altitude  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Staffing

## Narrative: 1

I was working 3 low altitude sectors combined plus ZZZ Approach Control. It is highly unusual for us to ever be working approach airspace outside of the normal midshift times, but we are during morning rush hours to reduce ZZZ Approach Control employee's exposure due to COVID-19. We are also working ZZZ1 Approach into the morning hours. The complexity of multiple approaches and unfamiliarity with operations at ZZZ airport inside ZZZ Approach airspace led to a missed readback error while we were formulating a plan how to deal with the situations.

I had a Aircraft X northwest bound at XX0 and an Aircraft Y southwest bound at FLXX0 who needed lower to also do multiple approaches at ZZZ with all the other aircraft doing the same. I descended the Aircraft Y to XY0 above the Aircraft X and missed that he read back ZZ0. The Aircraft Y read the clearance backward which was awkward and caused me to miss the altitude readback. Instead of the Aircraft Y saying Aircraft Y descending to ZZ0 altimeter 30XX, he said OXX ZZ0 Aircraft Y. When I heard OXX I looked for a data block with a OXX in it not realizing it was the Aircraft Y clipping the altimeter and saying it first so I missed the ZZ0 part.

Center is working sectors combined with fewer people than normal which is fine, but now just this week they now have us doing ZZZ1 Approach and ZZZ Approach during hours we normally do not work Approach Control. The frequency congestion and lack of frequency coverage at the lower Approach Control altitudes adds an undue burden and complexity to Center normal operations which are fairly busy at times with the combined sectors and reduced staffing. We are also working those 2 approach controls earlier in the evening than normal. The approach controls need to work their normal hours and this incident would not have occurred.

## Narrative: 2

Aircraft Y, NW bound, level at XX0. Aircraft X, SW bound at FLYY0 was given descent clearance to XY0. Pilot read back ZZ0. When the radar showed Aircraft Y at XX7 the Controller issued a climb clearance to Aircraft Y and a descent clearance to Aircraft X.

Numerous calls for coordination was being accomplished by the X-side around the time of the incident.

Due to COVID-19, 3 TRACONs are on reduced operating hours; ZZZ2 TRACON, ZZZ1 TRACON, and ZZZ TRACON. ZZZ ARTCC new specialty controllers are tasked with assuming the airspace for a longer time with a substantial increase in traffic in the morning hours. By the X o'clock hour ZZZ2 TRACON and ZZZ1 TRACON have assumed their airspace. The issue lies with the late opening of ZZZ TRACON. There is a major increase in traffic the hour before they open with arrivals, departures, overflights, military flights, and practice approaches. These are operations that increase the complexity and mental fatigue of the controllers that are unfamiliar with conflicting approaches, missed approach procedures and coordination with towers.

I recommend that ZZZ Approach still stay open for the total hours they feel will increase the safety of their workforce, however as soon as practicable shift the operating hours 1 hour earlier to control traffic their facility is accustomed to working on a daily basis. This will decrease ZZZ's Center's workload to a greater level of safety and increase the level of safety in ZZZ TRACON's airspace during this morning traffic period.

## Synopsis

Center Controller and Front Line Manager reported an airborne conflict event while working Center airspace along with three other Approach Control airspaces.

ACN: 1741854

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 16000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 12

Light : Daylight

Ceiling.Single Value : 3000

RVR.Single Value : 10000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Corporate

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 20000

Experience.Flight Crew.Last 90 Days : 50

Experience.Flight Crew.Type : 5000

ASRS Report Number.Accession Number : 1741854

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

No radio communication. COVID-19 lack of traffic. Flew out of radio contact with the Controller. Pilot complacency due to the reduction in air traffic and radio communications.

## Synopsis

Pilot reported flying out of radio contact with the Center due to complacency from the reduction of air traffic caused by the COVID-19 pandemic.

ACN: 1741839

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1741839

Human Factors : Time Pressure

Human Factors : Distraction

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Ground Personnel

Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Detector.Person : Flight Attendant

When Detected : Taxi  
Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Human Factors  
Primary Problem : Procedure

## Narrative: 1

Some last minute passengers boarded the airplane. Due to new social distancing guidelines with passengers spreading out throughout the cabin I had a Flight Attendant perform a count. We received a paper CLR from ramp. We entered the information and received good numbers and departed on time. Approximately 5 minutes after departure we received the close out data while taxiing and approaching the end of the runway. I assumed the ZONE data would be wrong, but the total passenger count would be correct. Because I was actively taxiing I asked the FO to resend the data from the FA count. ATC gave us our takeoff clearance which I instructed the FO to reject the clearance and let them know we are working on an issue with our takeoff data. We held short of the runway where I was able to review the correct CLR data from the paper copy and correct ZONE data based on the FA count. We re-sent the data to make sure the data on file last sent was correct. We reviewed that nothing in the takeoff data had changed based on what we had sent prior to departure. The rest of the flight was normal. [X] days later I received notification from our company saying our passenger count was off by "X". They stated the auto close out numbers showed XX passengers but our manifest on file was showing YY; a difference of X. I sent my reply to our company stating the story I am telling here to explain the situation and apologize for any mistake on my, or my crews part. The next morning (X days after the flight) I received a reply from the company saying further investigation revealed airline updated their system showing YY passengers and apologizing to me stating our count was only off by "X" passengers. But based on the original and updated notification I received we had YY both times so we should be correct. I'm filling this out as a precaution if we were off of our count due to any error between the gate agent and FA, the FA count, or our pilot inputs to the manifest. I tried to create time to fix the problem prior to takeoff and double check the manifest for accuracy, as well as the takeoff data. The one thing I failed to do was double check the total count of the auto closeout compared to our [count]. Prior to door close and departure I am fairly positive I asked the FA if her total was verified with the agent prior to closing the door, as this is my normal habit with [passenger] counts, and she said yes. I had a great crew, so I had no reason to doubt the count. To sum up, I am not sure if our count was correct or off by one, but I am extremely sorry for any errors on my part.

The cause was the auto closeout data coming through the system after departure while taxiing and automatically sending new takeoff data. When this happens it's frustrating trying to re-input all of the corrections and find any required changes. Based on prior flights if there is any change in CLR or passenger counts the closeout will knock out any inputs previously made, and verified by the crew. This can happen several times even if there is no change in closeout data. I'm not sure if the gate agents are clicking to close out the flight more than once or an error trying to transmit or receive the data from the system. This can cause a rushed and stressed environment if the closeout comes within a few minutes from departure. Particularly if the closeout gets sent multiple times with the same wrong data. This gets increasingly frustrating when the data comes in after departure and



pushback or while taxiing. Knowing this I tried to do my best to create more time to avoid rushing and give us both (CA and FO) together time to review all of the inputs and verify all of our takeoff data was correct and unchanged. We held short of the runway to accomplish this. A major contributing factor on my part was I failed to look at the takeoff data generated by the closeout to verify the total count. I assumed just the zones would be off. I should not have had that mindset. Because I was taxiing when the closeout data came in I did not have a chance to check the totals before the FO started changing them. Had I caught this we could have called Operations and resolved the issue prior to takeoff. This was also a failure on the FO not to double check the total count prior to making any changes. The FO was a sharp guy and had been performing great so I also trusted he looked at the data before making changes. I should not have trusted and assumed this would have taken place. Another factor could be a counting mistake by the FA or failure to verify the total with the gate agent. A possible issue could be the gate agent just agreeing with the total the FA said and not actually cross checking it with his computer total. But, I have a feeling the root cause, and what actually happened, was the gate agent did verify the correct total with the FA based on the count, but failed to close out the flight prior to pulling the jet bridge.

First and foremost require gate agents to close out the flight prior to coming down to pull the jet bridge. Prior to pulling the jet bridge verify we received the close out data. In our case we were operating off of a paper CLR and [passenger] count, no closeout was received until after departure and pushback and we were already taxiing. Require gate agents to split up passengers for social distancing guidelines and not move passenger forward to avoid any weight and balance issues and passengers moving from assigned seats. That way the closeout data will actually be correct and usable and we can mitigate error in the chain such as input error, count error, and verification errors.

## Synopsis

Air carrier Captain reported issues with the passenger count on board and social distance seating guidelines which delayed the flight.

ACN: 1741756

## Time / Day

Date : 202003

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Mission : Passenger

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1741756

Human Factors : Confusion

Human Factors : Other / Unknown

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

I contacted Scheduling once I landed in ZZZZ. I wanted to return on the outbound flight that was completely empty. Scheduling informed me that I needed to [be] with crew and stay in ZZZZ. I expressed my concerns of staying with the crew. Then getting on 2 other aircraft and staying in 2 Hotels. Scheduling wanted to know the reason for my concern. I begin to explain that I received called before I left for my trip, that I have come in contact with a crew member that tested positive [for] COVID-19. Scheduling immediately turned me over to the Duty Manager on duty that evening back in ZZZ. I tried to explain the situation, and who was the person telling me the details of my interaction. And the

scheduler that told me that I had to either do the trip or remove myself from the trip.

I explained to Manager the person that called me to inform me of my contact with the crew member with COVID-19. And also explained what the Scheduler wanted me to do. Then I tried to explain the concern of the Captain of why I was on the trip in the first place. Manager explained he wanted me to continue on the trip. To stay at the hotel and continuing on with the crew on the rest of the trip. Manager informed me that someone from the COVID team would be calling me at the hotel within [X] hours. None of which ever happened.

At this point of arriving in ZZZZ. The only thing I wanted to do is come home. I would like to know the reason why I could not do that. So would my crew and so would the flight deck. Please give me a reason why I had to stay in two hotels and try to self quarantine myself. After working the full flight from ZZZ1 to ZZZZ. Then staying at the hotel in ZZZZ. Then deadheading from ZZZZ to ZZZ2. Staying in a hotel in ZZZ2. And then continue on another flight from ZZZ2 to ZZZ1. No I'm not a doctor but listening to the experts, the scientist and the doctors. The best thing would have to turn me around and send me home. So please tell me why that was not done. And what was the purpose of keeping me there.

## Synopsis

Flight Attendant reported being asked to continue flying after being notified of being in contact with a crew member who had tested positive for COVID-19.

ACN: 1741713

## Time / Day

Date : 202004

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 5000

## Aircraft

Reference : X

ATC / Advisory.CTAF : ZZZ

Aircraft Operator : FBO

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Landing

Airspace.Class G : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : FBO

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Instructor

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Flight Instructor

ASRS Report Number.Accession Number : 1741713

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Observer

When Detected : In-flight

Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Myself and another CFI landed at a non-towered airport that was NOTAMed "CLSD TO TRANSIENT" aircraft.

During the COVID-19 slowdown, our flight school had ceased all student training and was only flying occasional proficiency flights with either a solo instructor or dual instructors. This was a dual instructor flight and the first such dual flight for either of us in over a month (it was solo ops only before this). We had just finished a simulator proficiency flight and headed to the airport. Our profile was local: depart ZZZ1, simulated XC to ZZZ2, diversion to ZZZ then simulated XC to ZZZ3, diversion to ZZZ4 and return to ZZZ1. Landings were planned at ZZZ, ZZZ4 and ZZZ1. We split up the pre-flight and introduced the new sanitizing procedures our school had implemented the day before. Our weather checks were brief, as it was clearly a "nice" day. METAR, TAF and local radar showed no concerns apart from some turbulent and gusty conditions. No SIGMETs or worrisome AIRMETs. Weight and balance was good and we were pretty familiar with the airports we were going to. I took the first leg to ZZZ. As I began the startup checklist, I remembered I forgot to check the NOTAMs. I asked my co-pilot (another instructor) if he had gotten a chance to check the NOTAMs and if not, could he check while I started up. He responded in the affirmative that he checked. I clarified, confirming that he checked for both airports we intend to land at. Again, he responded in the affirmative, stating we were good to go. With this, we continued on. Upon arriving at ZZZ, we observed and communicated with a local aircraft departing the airport towards the south, presumably doing flight training over the lake. This pilot made no attempt to inform us the airport was closed and his presence left little doubt that the airport was open. We continued inbound, making all the appropriate CTAF calls. When closer, we observed no signage was placed near or on the runway (such as an "X"). We began doing pattern work and prior to taking off to begin our third lap, a voice on CTAF informed us the airport was closed to transient aircraft (presumably someone in the FBO). Surprised, I apologized and advised we would depart the area after taking off. Upon returning to ZZZ1, I checked and sure enough, there was a NOTAM set to expire within 24 hours stating the airport was closed to transient aircraft. I asked my co-pilot/fellow instructor who had earlier confirmed there were no NOTAMs and he said he must have missed it.

-ZZZ was one of only a handful of airports approved for this week's proficiency flight by our flight school. Had it not been listed (or no list provided), it is unlikely we would have gone there.

-My fellow instructor confirming there were no NOTAMs.

-The current COVID-19 slowdown and new sanitizing procedures had changed our procedures just enough to potentially affect our normal flow of operations.

-Observing and communicating with an aircraft departing ZZZ immediately prior to our arrival certainly seemed to end any doubt (if there was any) about the airport's open/close status.

-No markings on or near the runway to indicate airport closure.

Ultimately there is no excuse. I regret not checking the NOTAMs myself, but I am also disappointed that another experienced instructor missed this vital NOTAM. However, we are all human and sometimes we might miss the handful of coded identifiers that mark an

airport closed. Thankfully, the airport was only closed to transient aircraft and there were never a safety risk.

## Synopsis

Pilot reported doing pattern work, practice landings and takeoffs at an airport that had been NOTAMed closed.

ACN: 1741701

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Personal

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Personal

Flight Phase : Landing

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

ASRS Report Number.Accession Number : 1741701

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Ground Incursion : Runway

Detector.Person : Ground Personnel

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Flying on a VFR cross country from ZZZ1 to ZZZ. I checked NOTAMs for the airport the evening before my flight and early in the morning before my departure. I took off from ZZZ1 at XA:50 local time and I landed at ZZZ around XB:30 local. I saw a working crew on the ramp as I taxied in. The line person parked me and told me I had landed on a closed runway. There were no markings on the runway to indicate it being closed. I asked when the NOTAM was published and she said it was published this morning. I looked at my ForeFlight and a NOTAM was published after I had departed ZZZ1. Had I gotten to ZZZ just a little later there would have been markings on the runway indicating that it was closed and I wouldn't have landed. My assumption is with the coronavirus, the airport manager wasn't certain if or when work would begin and didn't issue the NOTAM until the work crew arrived.

## Synopsis

GA pilot reported landing on a closed runway, that was NOTAMED closed after pilot had already checked NOTAMs and had departed.



ACN: 1741693

## Time / Day

Date : 202004

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1741693

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I'm writing in my regards of a guest dissatisfied experience. I had a guest prior to takeoff ask me if it's possible if there was a vacant row available where her and her husband can sit next to one another. I responded once we are in the air and it's safe for me to get up I will see what's available because we have close to a book flight with X guests onboard. Every row in the main cabin had at least 1 person sitting in it but row XX. This is a scary

and worry time for a lot of our passengers with COVID and a lot of the passengers boarded this flight were not wearing mask. The passengers in the aft of the aircraft expressed their worry and asked "NOT to bring anyone back to sit in this empty row as worry to COVID."

I went back to the lady and deeply expressed that with COVID we are really doing our best to protect all of our guest with their health and well-being. That with this difficult time we ask guest to remain in their assigned seats.

I did what I felt was right for the safety and concern for all of the other passengers who are worried with COVID and how they really are wanting there social distancing. I really do understand where this guest is coming from and wouldn't have an issue with her wanting to sit next to her husband. But having guest express their concerns with COVID and asking please don't fill these seats here in the back. I was thinking more for the safety and well-being with social distancing.

## Synopsis

Flight Attendant reported a passenger asked for a different seat, but Flight Attendant was unable to comply with the request due to social distancing concerns from other passengers.

ACN: 1741691

## Time / Day

Date : 202004

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1741691

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Before boarding, the Y Flight Attendant noticed a cigarette butt found in Row XX. She picked it up and showed it to me. It looked like 3/4 of a smoked cigarette.

Also on this aircraft, there was no alcohol-based hand sanitizer present for the flight attendants. The only sanitizer that was stocked on the aircraft were the usual foam

sanitizers.

If there was someone actually smoking on the previous flight at their seat, that's a huge safety hazard. I also don't know how the cleaners (if there were any) missed this, as it was clearly visible if a flight attendant spotted it.

Also, it's my understanding that each flight is supposed to have alcohol-based sanitizers. Please make sure that they are available to flight attendants on every flight.

## Synopsis

Flight Attendant reported they found a 3/4 used cigarette on the aircraft while doing initial inspections and wondered how the cleaning crew missed it. Also, there were no alcohol based cleaning/sanitation supplies on the aircraft.

ACN: 1741688

## Time / Day

Date : 202004

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Airspace.Class B : ZZZ

## Component

Aircraft Component : Exterior Pax/Crew Door

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1741688

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Gate Agent / CSR

When Detected.Other

Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was the X FA and I disarmed my door, but forgot at first to move my door flag to the disarmed position, I gave the Gate agent a thumbs up, and when she didn't move, I realized my mistake, moved the flag to the correct position, gave a thumbs up and then we opened the L1 door. Triple check myself before giving a thumbs up! I was concerned about getting my face mask on for door opening and deplaning and I allowed this to interfere with my usual focus. In the future I will put this on after the door is opened since I can't wear the mask and use the intercom to call to the back.

## Synopsis

Flight Attendant reported initially forgetting to move the door flag to the disarmed position due distraction from putting a mask on to avoid COVID-19 exposure.

ACN: 1741683

## Time / Day

Date : 202004

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1741683

Human Factors : Other / Unknown

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

I experienced an immediate burning sensation in my eyes/nose/throat/lungs and an immediate headache upon entering the aircraft to perform my safety checks. There was a strong residual odor from the cleaning product, which is being overused by both fleet and flight attendants in response to COVID. I experienced these symptoms on my ZZZ1 flight.

After flying to/from ZZZ1, I continued to experience the acute burning sensation in my eyes/nose/throat/lungs and headache on my drive home. I found the safety data sheet on this product which states "May cause irritation or damage to the eyes" and "May cause chronic nasal passage, throat, or lung irritation if breathed over a prolonged period of time in the form of mist." It also states on the bottle "hazardous to humans and domestic animals." Several flight attendants in ZZZ are getting very sick from this cleaning product which is being left onboard for flight attendant use. This is inappropriate and unacceptable and must be removed from the aircraft immediately. Perhaps the Sani-Com Wipes or similar wipes can be provided for the flight crew. Please see attached Irregularity Report. Remove X product from the aircraft for flight attendant use and replace with Sani-Com wipes or similar wipes.

## Synopsis

Flight Attendant reported an immediate burning sensation in eyes/nose/throat/lungs and an immediate headache, from the cleaning products used to combat COVID-19.



ACN: 1741644

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1741644

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

When Detected : Taxi

Result.General : Flight Cancelled / Delayed

Result.Aircraft : Aircraft Damaged

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Pushback from the gate commenced while the parking brake was set. The tow bar's shear pin broke.

I, the CA, failed to release the parking brake during my pushback flow. Typically, this oversight in a flow would be caused by rushing or by being interrupted. That was not the case here. Even though a mechanical had caused us to change planes and be delayed, I did not feel rushed. Especially since we had to wait 30 plus minutes to be fueled. Most flows have a cadence between the CA and the FO. The pushback flow also involves the gate agent, the lead FA, the Ramp Controller, and the pushback crew. The cadence of this pushback was different because everything had been completed except fueling the plane. The cargo door had been closed and the agents had been on the tug for 30 minutes. As soon as the fueling was finished, everyone was ready to go. The FA left the cockpit and we started our flows. This is where the normal cadence changed. Everyone was ahead of me. The first part of my flow ends with turning on the rotating beacon. Then I ask the FO for pushback clearance and I tell the pushback crew "brakes released, hold the push. I'll call you back." This time the FO called for the push before I finished the first part of my flow. The push back crew also called earlier than usual. Just as I turned the beacon on, my FO said: "cleared to push." Normally for me, the call to the pushback crew is three steps. The FO states "cleared to push," I release the brakes (a physical motion), and I state "brakes released, cleared to push." This time I received the "cleared to push," I turned on the beacon (a physical motion), and I gave the pushback command. That is the only reason I can figure as to why I skipped releasing the brakes. The FO did nothing wrong. Some call for pushback clearance as soon as the yellow hydraulic pump comes on indicating the cargo door is being shut. This time everyone was ready at the same time, which is not normally the case. I flew two legs the day before after having been off for two months. I had been reviewing my flows, etc. in preparation for returning to the line. I felt completely comfortable and satisfied with those two flights, which, by-the-way were completely "normal."

Our flows are interrupted regularly. Most of the time it is easy to just start over. I did not realize that I had deviated from my flow. I had been off for a while. My plan was to go to the training center and practice my flows in a procedure trainer before I returned to work, but was unable to due to our training center being closed due to the COVID-19 virus. My practice at home went well. I had flown two legs the day before and all went well. I suppose I was overconfident. I probably should have used our flow charts for a few flights.

## Synopsis

Air carrier Captain reported pushing back before brakes were release causing the tow bar shear pin to break.

ACN: 1741632

## Time / Day

Date : 202005

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : None

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Pilot Flying

ASRS Report Number.Accession Number : 1741632

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Maintenance

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I arrived at base for my shift and the aircraft and day crew were gone, out on their X flight of the day. I clocked on in and got my flight release. They returned to base an hour plus later. The day pilot went inside to enter his flight while I refueled the aircraft and

conducted a pre-flight inspection. I came inside, and began discussing the day's events with the off-going pilot. We were still talking 30 minutes later when another flight request came in. I accepted the flight, submitted my forms, quickly finished up a briefing with the crew, and walked out to the aircraft. The flight was uneventful and was completed without issue.

The passenger had required full COVID-19 precautionary measures, so we decontaminated the aircraft and ourselves prior to entering the base. I entered our flight info into the records, then began closing out our maintenance log book. I saw that the 10-15 hour re-torque inspection for the float step was overdue. I double-checked the numbers and the logbook to determine if it was actually overflowed. Unfortunately, the latter was the case so I placed the aircraft and base out of service then notified the on-call mechanic, and the manager.

Going forward, the feeling of being hurried will be a cue to throttle back and be extra meticulous. Paying particular attention to things out of the ordinary will help against complacency. After a few months of slow flight volume, our base conducted [X] flights in [Y] days. That should be a cue to double-check the numbers.

One possible control that would also be helpful is to patch the software to highlight inspections that are due within 10 hours in the section of the flight release request. We currently have to enter a password to override inspections that show overdue to complete the flight release request, which is a great prompt. Highlighting inspections due in less than 10 flight hours in yellow may help prevent this kind of oversight in the future.

## Synopsis

Pilot reported flying aircraft with an overdue inspection.

ACN: 1741625

## Time / Day

Date : 202004

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Component

Aircraft Component : Fire/Overheat Warning

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1741625

Human Factors : Time Pressure

Human Factors : Troubleshooting

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Aircraft

Primary Problem : Ambiguous

## Narrative: 1

[At] cruise, smelled like wire burning, put masks on, then visible smoke [was] coming from pedestal. Flew barber pole until approximately 15 km, landed, shut down airplane no more visible smoke, but still bad smell in airplane. Kept masks on [and] opened windows. Opened door, smell dissipated, deplaned. Mechanic found fire/overheat system circuit breaker popped wires were burnt. He told me Maintenance Control advised him this [has happened to several] airplanes. They believe alcohol from wipes is shorting out wires.

## Synopsis

Air carrier Captain reported smelling a burning smell during cruise. Post-flight Maintenance briefing advised the pilots alcohol from wipes may be shorting out wires.

ACN: 1741536

## Time / Day

Date : 202003

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Weather Elements / Visibility.Visibility : 30

Ceiling.Single Value : 12000

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Flight Instructor

ASRS Report Number.Accession Number : 1741536

Human Factors : Training / Qualification

Human Factors : Other / Unknown

Human Factors : Distraction

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

My flight review expired at the end of month. I had been in State X for most of next month and then spent two weeks in place Y for yet the next month. When I returned the COVID-19 pandemic was starting to take over everyone's life. I had no time for flying in that period, until I was asked to fill in for an instructor who was leaving. For whatever reason, I never looked at my Flight Review date and missed it. I flew on that date and four subsequent dates before something made me look. I was out! Inattention to details has never been a problem till Coronavirus came along. Purely human error - mine. Sorry.

## Synopsis

Pilot reported being outside of flight currency requirements and cited distraction from the COVID-19 pandemic as a contributing factor.



ACN: 1741533

## Time / Day

Date : 202004

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 1600

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase : Descent

Route In Use : Direct

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1741533

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Altitude Excursion. I was operating with a company instructor pilot. We were on an IFR flight plan operating in the vicinity of ZZZ. We had requested a practice RNAV XX instrument approach into ZZZ and were cleared direct to ZZZZZ, maintain 2,000 feet until ZZZZZ, cleared for the RNAV XX into ZZZ.

We were descending out of altitude (above 2,000 feet) and I was wanting to practice cockpit automation. The minimums for the approach were already programmed in the FMS, so I requested we set the minimums in the altitude selector and got approval from the IP. I selected LPV minimums with the altitude selector and continued the descent. At 1,700 feet MSL, I realized that we did not capture 2,000 feet MSL and took appropriate action to return to 2,000 feet. I'm not absolutely sure, but I believe we may have descended to 1,600 feet before arresting the descent and climbed back to the assigned 2,000 feet. The approach was then completed normally.

Analysis and debrief revealed that an inadequate brief of the approach with the intended use of automation and a confirmation of correct programming of the automation had not taken place. The vertical descent mode of the AFCS had been left in VS as opposed to the required selection of the VNV function. The VNV function would have held us to 2,000 feet while VS only looks at the altitude selector for level off.

Supplemental factors:

Do to COVID-19, our flight schedule had been greatly reduced and this was my first day of flying in [X] weeks.

At the time of the altitude excursion, I had been on duty for [X] hours and had flown close to five of those hours.

## Synopsis

Pilot reported experiencing an altitude deviation and cited lack of flying due to the COVID-19 pandemic as a contributing factor.

ACN: 1741509

## Time / Day

Date : 202004

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1741509  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1741510  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation  
Detector.Person : Flight Attendant  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Company Policy

## Narrative: 1

A passenger on a recent flight had tested positive for COVID-19. My crew and I were all notified of our certain exposure, but were informed that we would be expected to fly out a few days later. The company refused to give us alternate travel despite being potential carriers. We were not granted assurance of tests upon landing, or that we would be given leave to quarantine for the full recommended 14 days to allow for symptoms to manifest or not. The flight itself was booked with passengers who would not be informed that their working crew were potentially infected. Among our passengers were many who are considered high risk, and the crew that had worked the previously leg would also be on board, deadheading back to ZZZ. Along with mechanics and pilots who were also forced the deadhead home on our flight. Social distancing was not possible, with nearly every seat full, and with limited supply of masks (which were literally see-through material) it is very likely that entire plane is also now infected.

Company noted the passenger's positive test, informed the crew and took no further action to ensure the safety of the infected crew and the incoming passengers/crew. Our crew took it upon ourselves to organize and schedule for COVID testing once we were back in base, along with attaining doctors notes to back our need to self-isolate.

Company should have contingency plans in place to avoid a repeat of forcing an infected crew to interact with passengers and non-infected crew members. Better resources to get crews tested and given proper time to get results/isolate accordingly.

## Narrative: 2

Cabin Crew was informed that a passenger on a previous flight had tested positive for COVID-19, which indicated to us that we had all been exposed. Company responded to our initial questions regarding our concerns about flying while exposed, but informed us that we were still expected to work the flight from ZZZZ to ZZZ. According to the a recent guidelines, a flight crew that has had a positive tested passenger/positive exposure are recommended to self-isolate 14 days and should be excluded from work. We were not given this option and instead asked to work a flight with numerous passengers who would be considered high risk for COVID-19. On the flight itself there were additional deadheading crew members who were also now at risk for exposure. The flight was basically fully occupied and social distancing measures were impossible to practice. I was initially scheduled to operate two more working flights a few days later as well, but was removed from those flights after I took the initiative to get tested and secure a physician's note grounding myself until the results came back.

## Synopsis

Two flight attendants reported having to work a flight a few days later after being on a flight with a passenger who had tested positive for COVID-19.

ACN: 1741474

## Time / Day

Date : 202004

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Component

Aircraft Component : Pitot-Static System

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1741474

Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

When Detected : Routine Inspection

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

I was made aware several days ago that my flight from ZZZ-ZZZ1 on operated with vertical stabilizer probe covers on. I did the walk-around and did not notice the covers on the probes. In my years of flying this type aircraft, I have never had the probes covered. I entered a write-up after landing that the FEEL DIFF light came on several times in flight, but the aircraft operated normal. Yesterday I spoke to Maintenance in ZZZ and I asked what color are the probe covers normally. He said normally X color, however they were short on supplies and in many cases used other methods to cover the probes. Also, Maintenance mentioned this was a new procedure and did not have all the necessary standardization and procedures in place. In today's environment, we have all types of distractions going on, I don't believe I need to list them. This is a challenging time for all employee groups which can cause mistakes and errors. I'm sure Maintenance did not intentionally not remove the covers.

## Synopsis

Air carrier Captain reported being notified that he had operated a flight with the vertical stabilizer probe covers on during flight.

ACN: 1741452

## Time / Day

Date : 202005

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Cruise

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1741452

Human Factors : Distraction

Human Factors : Confusion

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1741454

Human Factors : Confusion

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

We were told we had 2 jumpseaters. We had two jumpseaters. We showed 2 jumpseaters on the final Weight and balance. We noticed at cruise that the release only listed one jumpseater. We notified company and got time and initials for adding jumpseater to release.

COVID-19 departure procedures distracted from normal departure flows.

## Narrative: 2

My First Officer for entire trip was removed for this leg and included as a jumpseater. He was on the pairing, was alerted for show, and was on the W/B, but was not on the release. During alert call I was told that we had two jumpseaters yet only one was at the hotel with us (my normal FO) and only one on the preliminary release (who was not at the hotel.) At that point we figured they had gotten the name wrong or they would correct it on the actual release form. Due to a complete change in clearing COVID protocols in ZZZZ we did not go to Operations as usual and got to the plane late. The second jumpseater was already in the plane when we arrived. The paperwork showed up well into our preflight process and I didn't catch the omission on the final release form. I did notice shortly after we got airborne and contacted Operations to add him. They sent us time and initials for the addition.

Many different procedures, time shortage, information gap. Just missed one message I meant to send but got busy.

## Synopsis

Air carrier flight crew reported mistakes in flight release documentation relating to the number of jumpseaters on board.



ACN: 1741398

## Time / Day

Date : 202005

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1741398

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

Face masks may be used during flight as a preventative measure against the spread of COVID-19. This poses significant safety compromises.

The over/continued use of face masks has been linked to unconsciousness due to insufficient oxygen intake/excessive carbon dioxide intake.

Masks also cause communications barriers in already noisy flight decks. Should an explosive decompression occur, time of useful consciousness at typical flight levels is approximately 15-30 seconds. Time is critical. Modern airliners utilize quick-don pilot oxygen masks for a reason.

Has the FAA conducted extensive testing verifying face masks will not interfere with oxygen mask use? If not, face masks must be removed before oxygen mask use. A process that will take critical time at a critical time. Should the face mask be pulled down below the chin or should it be removed above the head? How will a tied face mask be quickly untied? Pilots have received zero training in these tasks. These questions pose serious risks until they are analyzed.

Because of the extreme risks to flight safety should oxygen masks be immediately required, the FAA must immediately intervene and prohibit face mask use during flight until they have specifically tested various face mask types and determine which, if any, are safe for use in flight.

## Synopsis

Air carrier Captain reported significant safety compromises with wearing face masks during the COVID-19 pandemic and associated problems with oxygen masks.

ACN: 1741389

## Time / Day

Date : 202004

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 4500

## Environment

Flight Conditions : VMC

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Cruise

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1

ASRS Report Number.Accession Number : 1741389

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Confusion

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control  
When Detected : In-flight

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

This took place during the special staffing for COVID-19 and I was on position at a very busy sector, I was about 30-45 minutes into my shift. I split off this sector due to the large number of aircraft in the airspace at that time, there were about ten on the frequency with at least ten more on 1200 codes in about a 15-20 mile area of airspace. I was speaking as clearly and quickly as I could, and calling traffic and issuing VFR instructions and assigning altitudes and I was aware of just one IFR aircraft on the frequency. I completely missed that Aircraft X was IFR and when they checked in, I told them to advise the weather and maintain VFR at or above 045, due to all the other traffic, I gave him traffic calls and various assignments for VFR altitudes, all of which the pilot read back as VFR instructions. Normally, this aircraft operates VFR, especially when conditions are very good VFR, and I don't know if there was datablock overlap, but I did not realize that he was IFR until I turned him onto the final approach course, I normally give radar vectors for approaches to these flight school aircraft for practice approaches. When I moved the datablock, I realized it was IFR and I apologized to the pilot after asking whether he was IFR (since he answered all my VFR instructions), and I later found out that when he passed by the only IFR aircraft I was working (Aircraft Y) that they were separated by 2.92.

I feel badly that I missed the datablock, although I also feel that I was working very hard with high complexity and I ended up terminating flight following to a few aircraft due to the number of aircraft on frequency and in the airspace. I feel like the situation was controlled and I just missed that his datablock was IFR because I had so many aircraft on frequency and in the airspace.

I would just normally have had a handoff or extra set of eyes watching me if I was working this amount of traffic at this sector, but due to our staffing situation with COVID-19, we have just a few controllers per shift.

## Synopsis

TRACON Controller working COVID-19 schedule reported a loss of separation between two IFR aircraft while accidentally providing VFR instructions to one of the aircraft.

ACN: 1741388

## Time / Day

Date : 202004

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 3000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Flight Phase : Final Approach

Route In Use.Other

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Tower : ZZZ

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Final Approach

Route In Use.Other

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1

ASRS Report Number.Accession Number : 1741388

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Staffing

Primary Problem : Human Factors

## Narrative: 1

This event occurred during special staffing circumstances, in which we are working on skeleton crews due to COVID-19, and I was working with one other person, and half of the airspace for our TRACON. Also, there have been a high amount of practice approaches during this time. Aircraft X was at 030 was cleared for an approach into ZZZ that has a one minute procedure turn at ZZZZZ [Intersection], and I had another aircraft I was vectoring into ZZZ1 at 040, which I waited until he was established to descend him, because the approaches come close to each other but don't overlap. I have never seen this type aircraft go as far out as Aircraft X did, especially doing less than 100 kts, and so I immediately got off the line I was coordinating on and asked him if he was commencing the turn inbound, I then called traffic to him and he said traffic in sight and I asked that he maintain visual separation. I did not realize at the time that I lost separation, but upon review, the Quality Control staff found that I lost separation before I obtained visual separation.

In the future, I would ask the pilot to report the turn inbound and wait to descend the other aircraft or I would wait until I visually observe this on the screen. I have worked many of these approaches in this type of scenario and I was anticipating the turn to be much smaller, but I realize I should protect for a larger turn, in case the pilot does something I am not anticipating. In general, these weeks have been hard because of the high amount of VFR traffic and the flight school operating out of ZZZ2, along with no D-side or Coordinators and more airspace, longer time on position with many days off in between, and it just makes it a little harder.

## Synopsis

TRACON Controller reported a loss of separation due to an aircraft taking too long to turn inbound on the approach. Controller made reference to COVID-19 related issues contributing to the event.

ACN: 1741300

## Time / Day

Date : 202004

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1741300

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

ABC County has mandated Corona Virus mask wearing. The team employees work in very close proximity of each other in our tugs (less than 3 feet apart). No one on the shift wears a mask, but me. I asked when this order came out if it was going to be enforced and it was said by management that we can't force them to wear them. If you can't force them to wear masks, then how can you force me to work with them.

## Synopsis

Ground employee expressed concern over being the only employee who wears a face mask and works in close proximity with other team employees.

ACN: 1741275

## Time / Day

Date : 202004

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 500

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 3000

## Aircraft

Reference : X

Aircraft Operator : Corporate

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Route In Use : Vectors

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Corporate

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1741275

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Became Reoriented

Result.Air Traffic Control : Issued New Clearance



## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

While taxiing out to XX at ZZZ, Tower gave us our takeoff clearance with a turn to heading 310. The instructor non-flying pilot I was with read back the clearance saying left turn to 310. After departure the non-flying pilot bugged a left turn to 310, and I began the left turn. When we checked in with departure they notified us it was supposed to be a right turn, and instructed us to stop the turn. I'm not aware of any traffic conflicts that resulted from the turn. The non-flying pilot is confident he heard left turn, I'm only confident I heard him read back left turn.

I'm new to the airplane and have not flown much in the past few months due to the COVID-19 virus pandemic. The left turn to 310 off of XX seemed odd at the time, but due to the decreased air traffic I did not question it, as I should have. I'm not sure if it was pilot or ATC error, but I felt a safety report was warranted.

## Synopsis

Corporate pilot reported turning the wrong direction to a heading issued by ATC. The pilot stated they were new to the airplane and had not flown much recently due to the COVID-19 pandemic.

ACN: 1741266

## Time / Day

Date : 202004

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

## Environment

Weather Elements / Visibility : Turbulence

Weather Elements / Visibility.Visibility : 30

Ceiling.Single Value : 12000

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1741266

Human Factors : Training / Qualification

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Weather

Primary Problem : Ambiguous

## Narrative: 1

I was landing in ZZZ after a personal/training flight in the local area. I called 13 miles out and was told to enter the left downwind for RWYXX. I reported midfield left downwind for RWYXX and was cleared to land RWYXX. I turned base and lined up on RWYXY. As I noticed my mistake, the Controller cleared me to land on RWYXY - which I did rather than maneuvering back to the final for the parallel RWYXX. There wasn't any traffic around on either final.

Contributions to my mistake were 1) really gusty strong winds - very bumpy. The wind blew me wide on my downwind/base to final turns 2) I was complacent in checking the runway environment picture as I made the base to final turn 3) After the COVID-19 shutdown and winter, I am rusty and need to practice to get better proficiency.

I'm going to improve my proficiency and work on complacency that has crept into my flying.

## Synopsis

GA flight instructor reported lining up on final approach with a runway parallel to the assigned runway. Cited as contributing were weather conditions and a lack of recent proficiency flights due to the COVID-19 pandemic.

ACN: 1741227

## Time / Day

Date : 202004

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Component

Aircraft Component : Aircraft Documentation

Aircraft Reference : X

Problem : Improperly Operated

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1741227

Human Factors : Time Pressure

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Detector.Person : Flight Crew

When Detected.Other

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors  
Primary Problem : Aircraft

## Narrative: 1

Due to a large amount of work loading medical supplies, got in a bit of a rush to block out on time, and read BOW (Basic Operating Weight) placard wrong as XX,XXX. Was really XY,XXX. Due to COVID cockpit procedures, placard [was] very distorted, blotchy and worn. Corrected using adjusted weight column on weight and balance form. Error did NOT affect speed cards used for takeoff or landing. However, error was caught after trip during post flight paperwork checking before turning in.

Do not rush, even if medical supplies. More vigilance on possible flight deck alterations or damage due to COVID cleaning. Did read and was aware of email regarding placards, just didn't stare at it long enough to discern the Number X instead of Number Y.

## Synopsis

Air carrier Captain misread the BOW (Basic Operating Weight) placard which resulted in a weight and balance miscalculation. The placard had become distorted and worn due to COVID-19 cockpit cleaning procedures.

ACN: 1741215

## Time / Day

Date : 202004

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1741215

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

On Day 0, I operated Flight ABC from ZZZZ - ZZZ. I was the Captain assisted by [the] First Officer and the IRO (International Relief Officer). We had additional deadheading flight crew. The flight was uneventful and we landed in ZZZ. On Day 4 I received a call from the company informing me that my crew and I had been exposed to someone who had tested positive for COVID-19. I inquired as to who the infected person was, but she would not give me any names and stated they could not discuss any details with me. I immediately called my first officers and they both reported that they had received the same notification call at approximately the same time. Next I called the jumpseaters. My first call was to Jumpseater A who informed me that he was pulled from his flight on Day 1 by the company. He specifically stated that he was told he was being removed from his flight on Day 2, "due to him being possibly exposed to a person who has been tested for COVID-19." His notification occurred before our departure back to ZZZZ so we are curious why we were not shown the same abundance of caution and removed from our flight assignment since we were in close contact with affected jumpseater. Instead we were only notified after we returned to ZZZ on Day 4 after having potentially exposed more jumpseaters and the good people of the neighborhood who we intermixed with during the ZZZZ layover. The FO in question did test positive for the virus and I am now showing secondary symptoms which I pray is not related to a COVID infection. In closing, I personally believe that if there was a possibility that a crew member was potentially COVID-19 positive, we should have been removed as operating crew and tested!

## Synopsis

Air carrier Captain reported being notified by the company of a possible exposure to COVID-19 through another crew member. The Captain expressed concern that deadheading crew was notified before the on-duty crew and suggested that they should have been removed from duty sooner.

ACN: 1741192

## Time / Day

Date : 202004

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 41000

## Environment

Weather Elements / Visibility : Thunderstorm

Weather Elements / Visibility.Visibility : 50

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Taxi

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Taxi

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Flight Engineer

Qualification.Flight Crew : Flight Instructor

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1741192

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Inflight Event / Encounter : Weather / Turbulence

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Took Evasive Action

## Assessments



Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Weather

## Narrative: 1

Flight from ZZZ to ZZZ1 in an overwater equipped aircraft with a co-pilot that hasn't completed overwater training. We were on a filed route that kept us close to the shoreline but had to deviate around area of heavy thunderstorms which got us farther off shore than authorized by our ops specs. I filed the flight [plan], but didn't take into account that any deviation further offshore would exceed acceptable distance from the shoreline. Due to COVID-19 my co-pilot's overwater training had been cancelled and that fact I hadn't considered when I filed the flight plan. I will definitely review everyone's quals in the future and be sure the filed route complies with all regulations.

## Synopsis

Air taxi pilot reported that while deviating around thunderstorms, the track resulted in flying farther offshore than allowed by company Ops Specs. The pilot noted that due to COVID-19 the co-pilot's overwater training had been cancelled.

ACN: 1741165

## Time / Day

Date : 202004

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1741165

Human Factors : Other / Unknown

Human Factors : Situational Awareness

## Events

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Visual approach to Runway XXL. Vectored to a wide downwind by ATC. Was high and over-corrected and descended too low. Had the ILS XXL tuned in as a backup and by the time the aircraft turned final, was 1 dot low on the glidepath. Stopped the descent and re-established on glidepath to an uneventful landing. Lots to learn on this one as debriefed by both pilots after landing. As the pilot flying I over-corrected on the much wider downwind than I was used to and got low as a result. Would have worked for a normal downwind, but I should have held my descent. Have not been flying a lot lately, and neither had my FO and it showed as I think under normal flying I would have caught this prior to final and made an earlier correction. Definitely something to watch out for personally with the reductions in flying.

## Synopsis

Air carrier Captain reported an altitude overshoot during approach and cited reduced flying as a contributing factor.

ACN: 1741125

## Time / Day

Date : 202004

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Weather Elements / Visibility : Rain

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

ASRS Report Number.Accession Number : 1741125

Human Factors : Other / Unknown

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

This pairing was built as a deadhead out in Aircraft X with us flying the same aircraft back. C/S agent in ZZZ was fully compliant to COVID policies and asked that I pre-board in order to give her more space with other passengers. FAs on the aircraft did not all have masks on (was okay, we weren't boarding yet), but as the flight went on, I noticed that FAs often did not have masks on, and were seen by passengers handling the snacks without masks on. The passenger next to me, also no mask, slept most of the flight, but other passengers in First Class (I was assigned [first class seat]) did notice the FA behavior. Given the sensitive situation, I simply pointed at my own mask and nodded. The two attendants up front then seemed to keep the masks on. Note: When food and bottled water is handed out, people, including myself are forced to pull mask up/down in order to eat.

ZZZ2-ZZZ (Our leg):

We were unable to get paperwork prior to departure ZZZ. When I got release -- on taxi-in ZZZ1 -- I saw release-1 showing a different aircraft type. I accepted release and got off to walk to our new gate. C/S in ZZZ1 was not mask compliant (mask around neck but not on face). When I returned from walk-around, the aircraft was boarding normally: jetway full, line down aisle, etc. FAs again did not all have masks 'up'. I said something like, "I know it's hard, but the masks are important." Not sure she heard me, but she did put it up as she went to the middle to deal with a developing seat issue. I went to the flight deck and did my thing. Within a few minutes, the Purser returned to say, we have a belligerent passenger that just cussed me out because of a seat being occupied. "He used f-bombs and called me several expletives." Wanting to resolve the problem, I waited for the C/S agent (different guy, and this one had a mask and gloves on) to arrive and I followed him back. The man had a mask on his face. He told the gate agent that company was not complying with promises made on their booking. "I booked this seat and it showed no occupant here," he pointed at well-masked young man in [the seat]. "I can't have this man in this seat." The C/S agent explained that the booking said "If available" and that we had to accommodate additional passengers." C/S agent said, "You are welcome to de-plane and I'll book you on another flight." He said, "I'm staying, I have a connection in ZZZ." The C/S agent looked at me, and I said to the man, "Well, we have the issue of how you treated my Purser." He mentioned being scared, and that he'd not do that again. I said, "Okay, I'll want to hear what you say to her, as I'm leaving that decision up to her." I also offered him use of an N-95, if I could find one. He said pointing to his mask, "This covers better than the N-95, so no thanks, I don't need that." He apologized to the FA Purser and ensured he be calm going forward. The Purser could have said, "Okay, thank you," but of course, she didn't. She said loudly that, (paraphrase) "What you did is unacceptable, and if you repeat that behavior in any way, there will be security to meet you at the gate." The passenger nodded and said simply, (paraphrase) "I'm scared, I wasn't supposed to have a person next to me." There were many side conversations and other more minor passenger complaints such as requests for seat moves, and requests for passenger mask use, and reports of FA non-use of masks that I won't get into.

My FO was freaked out by the fact that he'd likely be furloughed. I spent a while addressing those concerns. I went over the governmental support, etc. He calmed down enough that I felt we'd be okay, but also told him this was my first flight in [XX]-days and that we'd both need to be on our A-game, as there were likely to be errors resulting from these many threats. Also talked about how each error itself would become a threat. FO made takeoff at his request and I made landing at ZZZ. There were many errors made due to rustiness, and we spent several minutes in the cockpit with the debrief card. There were no FAR deviations during the segment.

Synopsis

Air carrier Captain reported various issues relating to the COVID-19 pandemic including FAs not properly using masks, passenger complaints regarding seating issues and lack of flying time.

ACN: 1741118

## Time / Day

Date : 202004

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 4000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Mission : Training

Flight Phase : Climb

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1741118

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Overshoot

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Requested ATC Assistance / Clarification

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

During IFR training flight, in VFR conditions, after the missed approach at ZZZ, I climbed to 3,500 feet and proceeded north. I contacted ZZZ Approach and requested 4,000 feet. The Controller was busy and said he would get back to me. A minute later the Controller cleared me to 4,000 feet and direct to ZZZ VOR.

The mistake was after I declared a missed approach at ZZZ, without further guidance from the Controller, I should have flown the published missed approach for the VOR Runway XX. Maximum altitude would have been 3,000 feet according to the published missed approach. Looking back, when the ZZZ Controller cleared me for the approach to VOR Runway XX, into ZZZ, he also instructed me to contact the airport advisory frequency. Due to COVID-19, the ZZZ Tower was closed and there was no advisory frequency published for the airport. In retrospect, I should have called the ZZZ Controller right back and informed them of this before I continued with the approach to ZZZ.

In my defense, the Controller could have instructed me to fly the missed approach or given me other missed approach instructions before he cleared me for the approach to ZZZ and instructed me to change frequencies. There were no other airplanes flying nearby and conditions were VFR. The Controller made no mention of the deviation.

## Synopsis

Pilot reported executing the wrong missed approach procedure after not being issued missed approach instructions. ATC cleared the pilot for the approach and issued instructions to contact airport advisory frequency, however there was no such frequency published for the airport and the Tower was closed due to the COVID-19 pandemic.



ACN: 1741074

## Time / Day

Date : 202004

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked  
Flight Phase : Cruise

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1741074  
Human Factors : Other / Unknown

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
Were Passengers Involved In Event : Y  
When Detected : In-flight  
Result.General : Maintenance Action

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Customer boarded airplane and was coughing, etc. Flight Attendant provided face mask that he refused to wear. Customer vomited all over the back galley and bathroom and spread the vomit on carpet back to his seat. Captain had the airplane taken out of service upon arrival due to the stench and magnitude of vomit everywhere.

Flight Attendant [was] sent back to base with no pay or the option to get checked out for COVID-19.

Our system is flawed. We need to be proactive and make customers wear face masks and

get temperature checked. Flight attendants are first responders and need to be protected from the spread of this COVID-19.

## Synopsis

Flight Attendant reported a passenger vomited throughout aircraft causing aircraft to be taken out of service after landing at destination. Flight Attendant suggested passengers should wear masks and have their temperature checked prior to boarding during the COVID-19 pandemic.

ACN: 1741073

## Time / Day

Date : 202004

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1741073

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Strong smell detected by passengers and crew. Noticed a passenger spraying walls, windows, armrests and seats. I immediately opened service door. Captain smelled it as well. [Passenger] made [the spray] from home with alcohol, etc. We notified Operations and a Customer Service Supervisor appeared. Crew was worried about it being flammable. Supervisor talked to passenger. No action was taken. Customer put spray bottle back in luggage. Supervisor took smelly wipes. Smell was so strong and crew wanted bottle removed from aircraft to ensure safety of passengers and crew, but Supervisor made the call. Smell finally disappeared during flight.

## Synopsis

Flight Attendant reported a passenger brought on board a smelly spray container made with an alcohol base mixture. Passenger reportedly started spraying walls, windows, seats and armrests.

ACN: 1741072

## Time / Day

Date : 202004

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1741072

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

During boarding, I noticed a passenger step on to the plane with a mask around his neck. I said hello and he said hello back. When he turned right to head down the aisle, he stopped almost as soon as he stepped on to the carpet. I stepped forward from the galley to see why he had stopped. I saw him turn his head completely to the left so that his face was now facing mine, with approximately 18" between us. He sneezed directly in my face, making no attempt to cover his mouth, pull up his mask or turn towards the row 1 window. I immediately stepped back, grabbed a C-fold and blotted my face. I politely asked him to cover his mouth and/or wear his mask if he needs to sneeze or cough. He said okay and proceeded to a seat. I don't believe his behavior was intentional, but I was still exposed to any germs he has. I was wearing a mask, but no eye glasses or goggles to cover my eyes. Due to the COVID-19 pandemic, this is an even greater safety concern than it normally would have been.

Not sure what else could have been done, as passengers should always cover their mouths when they sneeze. Perhaps Operations could add some basic hygiene tips to their boarding announcements, like washing hands, covering their mouths, etc.

## Synopsis

Flight attendant reported passenger sneezed directly into Flight Attendant's face without attempting to cover the sneeze. Flight Attendant suggested passengers should be given hygiene tips during pre-boarding announcements.

ACN: 1741053

## Time / Day

Date : 202004

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1741053

Human Factors : Other / Unknown

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Were Passengers Involved In Event : Y

When Detected : Pre-flight

Result.General : Work Refused

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

Was scheduled to deadhead back to ZZZ from ZZZ1 after an overnight and deadhead from ZZZ2. I checked the load on the aircraft that morning and the aircraft was overbooked by X people it was an X type aircraft for XXX passengers. Several messages of maintaining social distancing were played throughout the airport as well as physical signs about maintaining at least 6 feet between you and other people. We had several announcements on the aircraft from ZZZ2 about spreading out and maintaining social distancing recommendations. Yet here we were scheduled on an aircraft where every seat was filled. I notified crew scheduling about the situation (they should have already known). I had found an aircraft going directly back to my home (ZZZ3) which was less than half full and asked to be released. I did notify my crew about the situation and told them what I was planning. However, the FO lives in ZZZ and had no other options, the FAs did not think they could get released and thought that they had no other options. With no N95 masks to protect themselves and with studies showing that over 50% of infected individuals are asymptomatic the company put their crews in a no win situation with the high possibility to be infected and unable to perform their duties within 2-14 days as well as possibly infecting other crews within that time not to mention their families.

Crew scheduling has the same software and better than crews do to check aircraft loads. Our partners know what their aircraft loads are. Just two weeks ago a similar situation presented itself and our partner replaced the same type aircraft with a much larger aircraft] in order to enable social distancing and passenger comfort as well as crew safety. We have multiple aircraft sitting unused and deteriorating on the runways and taxiways of all of our hubs. There is no excuse for allowing this situation. We were a valid and available crew, aircraft need to fly in order to avoid future maintenance issues and there are aircraft not being used. At a minimum someone should set up some crew only flights for transporting commuting and deadheading crews, so we can reduce our exposure. They could be shared between all airline companies. At the same time or in addition more aircraft should be utilized as passengers should not be forced to sit next to each other and violate CDC guidelines. Our partners could start enabling us to fly, but instead had canceled several flights (not for crew availability or aircraft) during the day. Just offering some suggestions as to how we can do this better and not put our aircrews nor our passengers in jeopardy. Fortunately, I had other options, most others do not.

## Synopsis

Air carrier Captain reported being scheduled a flight at full passenger capacity and was concerned about social distancing and exposure to COVID-19.



ACN: 1741023

## Time / Day

Date : 202004

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1741023

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

I was approached by [a] Supervisor and he told myself and the crew on gate that it is now mandatory for all crew members to wear the wireless headsets including the wing walkers. I communicated to Supervisor about the concerns of sharing equipment that touches my face, ear and mouth area due to the current crisis of the COVID-19 virus. It was communicated by him in the past to the work group that wearing the headsets by the wingwalkers was optional and only mandatory for the push back driver. The headsets come in sets of [X], they are all stored in the same box and can come in contact with the other users on the team. I voiced my concern of the sharing of equipment and was told there is enough time in-between flights to sanitize.

## Synopsis

Ground employee reported concerns about having to wear commonly shared wireless headsets during the COVID-19 pandemic.

ACN: 1741022

## Time / Day

Date : 202004

## Place

Altitude.AGL.Single Value : 0

## Aircraft : 1

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Flight Phase : Taxi

## Aircraft : 2

Reference : Y

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

## Component : 1

Aircraft Component : Winglet

Aircraft Reference : X

Problem : Malfunctioning

## Component : 2

Aircraft Component : Horizontal Stabilizer

Aircraft Reference : X

Problem : Malfunctioning

## Person : 1

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1741022

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Other

## Person : 2

Reference : 2

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1741025

Human Factors : Situational Awareness

## Person : 3

Reference : 3

Location In Aircraft.Other

Reporter Organization : Air Carrier  
Function.Ground Personnel : Ramp  
ASRS Report Number.Accession Number : 1741035  
Human Factors : Situational Awareness

#### Person : 4

Reference : 4  
Location In Aircraft.Other  
Reporter Organization : Air Carrier  
Function.Ground Personnel : Vehicle Driver  
ASRS Report Number.Accession Number : 1741041

#### Events

Anomaly.Ground Event / Encounter : Aircraft  
Detector.Person : Ground Personnel  
When Detected : Taxi  
Result.Aircraft : Aircraft Damaged

#### Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

#### Narrative: 1

[We were] asked to re-position an aircraft that was in storage, We moved it closer to Aircraft X that was already in storage. They then asked us to move it even closer to Aircraft X. While we were moving Aircraft Y struck Aircraft X. We felt comfortable with the first movement of Aircraft Y, we all felt uncomfortable when [we were] asked to move it even closer to Aircraft X.

#### Narrative: 2

[It was] requested [to] re-position aircraft(s) at storage area. Note: 4 aircraft were parked at the storage area. Requested that 2 aircraft to be parked closer together. Aircraft Y was re-position closer to Aircraft X. [It was] requested Aircraft Y to be moved even closer to Aircraft X.

#### Narrative: 3

They wanted two aircraft repositioned in the static parking area so that more aircraft could be fit in. We repositioned Aircraft Y and went to the second aircraft, but, were told that the first aircraft had to be repositioned again. We went back to Aircraft Y and started to reposition it a second time when the left winglet struck the right horizontal stabilizer of the aircraft next to it (Aircraft X). I was wing walking the left wing of Aircraft Y and more concerned with the winglet and a piece of equipment when the event occurred.

#### Narrative: 4

Towing aircraft in a remote location with no directional markings, no stop markings just a freeform area of tarmac and very vague direction from [Person A] that continuously is changing their decision on where exactly they would prefer aircraft placement to accommodate more aircraft in said space. During repositioning today we struck wingtips with adjacent aircraft during [the] requested reposition in remote location with above conditions and additional equipment in close proximity.

## Synopsis

Air carrier ground crew reported that while repositioning an aircraft in a remote parking location, the wing struck an adjacent parked aircraft. The crew reported that the move was done to fit more aircraft into the parking location.

ACN: 1741018

## Time / Day

Date : 202004

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Mission : Passenger  
Flight Phase.Other

## Component

Aircraft Component : FMS/FMC  
Aircraft Reference : X  
Problem : Malfunctioning

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 3059.60  
Experience.Flight Crew.Last 90 Days : 112.6  
Experience.Flight Crew.Type : 1541.73  
ASRS Report Number.Accession Number : 1741018  
Human Factors : Human-Machine Interface  
Human Factors : Distraction

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Experience.Flight Crew.Total : 22800  
Experience.Flight Crew.Last 90 Days : 152.98  
Experience.Flight Crew.Type : 8230

ASRS Report Number.Accession Number : 1741027  
Human Factors : Distraction  
Human Factors : Human-Machine Interface

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Other Person  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

It was brought to my attention that we may have departed from ZZZ to ZZZ1 with an expired FMC database. Arriving at the airport we proceeded to the company directed location and then proceeded to security and eventually arrived at our gate. I conducted a preflight briefing with my cabin crew and then begun my preflight duties. My First Officer conducted the initial cockpit set up and I began to disinfect switches and buttons wearing gloves and mask. I noted that the plane had arrived from ZZZ2 a few hours earlier. I performed my normal preflight duties to include verification of the navigation database. After we were both finished our preflight duties we conducted our briefings and departed for ZZZ1. We did not notice nor [were we] told of any navigation errors by ATC. There have been some added distractions lately with the numerous added cautions for cockpit cleanliness. I was not aware of nor did I intend to operate with an expired FMC database. Before and during the flight we verified and continuously monitored the departure, enroute, and arrival waypoints against the charted points. Again no navigation discrepancies were noted and we arrived at ZZZ1 uneventful. This report is submitted to help improve the safety and help identify why crews may inadvertently use old databases.

## Narrative: 2

As pilot not flying I programmed the FMC for our flight to ZZZ and didn't notice the nav database being out of date. Between the still new process of cleaning the flight deck and numerous request for cleaning supplies from flight attendants I may have been distracted at some point but don't remember any specific time during the programming of the FMC. I do remember starting my cockpit setup only to stop to get [disinfectant] wipes to clean before resuming setup.

## Synopsis

Air carrier Captain reported inadvertently flying with an expired FMC database. The Captain noted that distractions due to numerous added cautions for cockpit cleanliness may have contributed.

ACN: 1741003

## Time / Day

Date : 202004

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1741003

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

I don't feel it's safe for the FAA to extend pilot currency to six months (or 180 days) instead of the normal three months (90 days), whether or not there is a pandemic. No studies were conducted to support this policy change, and no comment period was allowed. I have flown with individuals who were off work for 30 days and it can be scary. I think whatever the FAA policy, our airline would be wise to adhere to our historic practices of three takeoffs and landings within 90 days, or you go do them in a simulator.

## Synopsis

Air carrier pilot expressed concern about the safety aspect of the FAA's extension of the landing currency requirement from 90 to 180 days.

ACN: 1740938

## Time / Day

Date : 202004

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Oxygen System/Crew

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1740938

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected.Other

Result.General : None Reported / Taken

## Assessments



Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

While completing the pre-departure safety demonstration, I had my face mask on. During the portion of the demonstration where I had to demonstrate the correct use and application of the demonstration oxygen mask, my own face mask was still on while I was demonstrating how to use the oxygen mask. I realize passengers wearing their own masks could think it would be alright to put the oxygen mask over their face mask based on my incorrect demonstration.

I went into my trip misinterpreting and misreading communication regarding face masks, which led me to think I would just need to wear my face mask throughout the flight without understanding that there are exceptions and appropriate situations during which to remove the face mask. While completing my safety demonstration, I do not think I realized I was wearing my face mask as I was demonstrating the use of the demonstration oxygen mask. I believe that I was also narrowly focused on keeping up with the demonstration rather than being situationally aware of the fact that I was still wearing a mask as I went into the oxygen mask demonstration.

Looking back on this event, I realize I could have been more aware of myself and my surroundings. Before I started the trip, I simply thought that I would just need to wear my mask for the duration of my flights without comprehending that in certain moments of the flight, such as demonstrating correct use of the oxygen mask, that it would be appropriate to remove my mask in order to safely and accurately show its proper use. I plan to be more situationally aware, realizing that I may need to remove my mask for certain tasks. I will now remove my mask for the pre-departure demonstration in order to show how to properly use and wear the oxygen mask.

## Synopsis

Flight Attendant reported wearing a personal face mask while demonstrating oxygen mask use during the pre-departure safety briefing. The Flight Attendant was concerned that passengers would think it would be acceptable to place an oxygen mask over a personal mask.

ACN: 1740911

## Time / Day

Date : 202004

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Dusk

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1740911

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

During preflight, flight attendants brought to our attention that there were no sani-wipes on board. We called Operations for some to be delivered and they said they had zero inventory to give us.

While the planes are cleaned, wipes need to be available so crews can ensure their workstation is wiped down after crew/plane swaps.

## Synopsis

Air carrier First Officer reported no sani-wipes were on the aircraft, nor available from operations.

ACN: 1740830

## Time / Day

Date : 202004

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1740830

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

The use of wireless headsets exposes ramp employees to COVID-19 exposure. How can we be 100% certain the coronavirus has been completely wiped off of the wireless headset? The eyes and mouth are obvious routes to potential infection. The use of wireless headset without a policy to ensure the device has been completely and properly sanitized before use may inadvertently spread COVID-19.

## Synopsis

Ground employee reported the use of shared headsets exposes ramp employees to COVID-19.

ACN: 1740829

## Time / Day

Date : 202004

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1740829

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

2 team members that are separated for social distance in accordance with CDC guidance were paired to work together. Which brought them to be close to each other less than the 6 feet [not in accordance with] the government requirement.

## Synopsis

Ground employee reported two team members were less than 6 feet apart and not in accordance with social distancing government guidelines.

ACN: 1740821

## Time / Day

Date : 202004

## Place

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Taxi

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1740821

Human Factors : Distraction

Human Factors : Confusion

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

ASRS Report Number.Accession Number : 1740823

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : Flight Cancelled / Delayed

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

#### Narrative: 1

On taxi-out there was some confusion from Load Planning after sending our final weights. They then asked for First Class seating configuration. We complied and sent the information. The confusion may have stemmed from the fact that passengers were moved out of First Class to comply with passenger COVID-19 boarding. After waiting for them to sort out the seating configuration the Captain called Dispatch and he confirmed we were good to go as long as passengers were removed from rows X and Y. We received another message as we were starting our takeoff roll asking for more passenger seating configurations. After takeoff we later responded and told them we were airborne and then Load Planning told us we took off without final weights. This was frustrating as we had three copies of final weights sent to us. The Captain also called Dispatch to confirm that we were good to go as long as everyone was moved out of Row X and Y. The multiple messages and confusion from Load Planning created multiple unnecessary threats.

#### Narrative: 2

Load Planning was accusing us of taking off without final weights on a very empty flight. They were creating threats and distractions, it took them more than 1/2 an hour to tell us we were good to go after moving people out of Row X and Y. We had to call Dispatch on cell phone and they confirmed that if we removed passengers from rows X and Y we would be good to go. We finally did what we were asked and I have 3 final weights and after takeoff Load Planning tells us we took off without one. Someone was totally not knowing how to get accurate final weights to us at a critical phase of takeoff which created threats beyond belief, really more than 1/2 an hour in this environment where capacity has been reduced 90 percent?

#### Synopsis

Flight crew reported having to move passengers from two rows for weight and balance causing a delay, and then once airborne crew was told they took off with incorrect final weights.

ACN: 1740815

## Time / Day

Date : 202004

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Takeoff / Launch

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1740815

Human Factors : Distraction

Human Factors : Confusion

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying



Experience.Flight Crew.Last 90 Days : 125  
Experience.Flight Crew.Type : 2561  
ASRS Report Number.Accession Number : 1741007  
Human Factors : Confusion

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Human Factors

## Narrative: 1

I am submitting this report to address two things - 1) My crew accepting a takeoff clearance, when ATC called us by the wrong callsign, and 2) A general lack of alertness that I am seeing on the line as a result of these extremely irregular times.

Regarding the takeoff clearance - we were Number 1 at the hold short for runway at ZZZ. We were the only aircraft out there. Nobody else in line or even within 300 yards of the runway. ATC issued a takeoff clearance for runway and the callsign was very similar to ours. My FO accepted the clearance (reading back the correct callsign) and off we went. In retrospect I believe that ATC referred to us as Company XXX (not YXX). This became clear to me when he said it again and corrected himself while switching us to departure. In truth there was no doubt in my mind that the clearance was intended for us because we were literally the only ones there, but I still should have clarified it. The takeoff was uneventful.

I believe that a factor in this event is the fact that all of us are becoming a little too complacent with [few] people on each flight and virtually no other traffic around us. Every flight is starting to feel like that delayed 2 AM departure where the usual tension of flying aircraft tends to go away with direct clearances that never happen and comms that are a bit too relaxed. We are letting our guard down at a time where we can ill afford it.

I should have stopped and asked the Controller to clarify. Even though I was 100% sure that the clearance was intended for us, I let my guard down. Verify that clearance was for Company YXX. He says oops sorry, we read it back, and off we go. If we weren't the only ones there or the field was more complicated or congested that could have bitten us. As a group we need to re-dedicate ourselves to being careful and methodical in our flying. Our airline and our industry are already hanging on by a thread. I can't imagine a worse time to add an accident to the mix. Nothing changes just because the aircraft or the airport or the sky are virtually empty. We need to do things the right way - the professional way. Anything less leaves our Company and our futures to chance.

## Narrative: 2

The Captain told me the next day he filled out a report about ZZZ Tower using the wrong call sign for us to take the runway and depart. I am not sure if that happened, but I have no reason to doubt that it did. Our callsign was YXX and the Captain said he mixed up the numbers. I didn't catch it. I read back my callsign and we took the runway and departed. At the time we were the only aircraft at the runway ready for departure.

I could listen up a bit closer to catch those moments of dyslexia that we all have from time to time and query the controllers. Also, the other crew member could speak up when hearing something differently.

## Synopsis

Flight crew reported a similar callsign issue resulting in a takeoff without clearance. The crew attributed this to a lack of alertness and complacency due to the irregular times.

ACN: 1740811

## Time / Day

Date : 202004

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 2000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Final Approach

Route In Use.Other

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Flight Phase : Initial Approach

Route In Use.Other

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 4.5

ASRS Report Number.Accession Number : 1740811

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Confusion

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

Result.Air Traffic Control : Provided Assistance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

We are working approach control airspace as part of a COVID-19 mitigation plan. Aircraft X was on approach to ZZZ, which is in Approach airspace, when Approach called and asked for a block for an approach in ZZZ1. I had previously told a Controller at [another facility] that I would not be able to approve that approach because I was blocking for the aircraft into ZZZ. When [other facility] called back and asked again for the block for ZZZ1 I again told them no. The other Controller began to question me. I explained the block that I needed and he still seemed confused. I then was trying to get off the line to get back to my traffic. I then said "If you can keep him clear" and that I couldn't authorize the approach with my rules. [Other facility] then said they could give him an alternate missed approach. While I don't believe I specifically approved the approach my language may have been interpreted as authorizing the approach. At the time I was thinking that the approach may have some procedure that I was not aware of that would allow the approach to run but upon rereading the Center SOP I do not believe that would be the case. While I don't believe that the aircraft lost separation with each other or specifically with protected airspace they may have been on approach at the same time which is not allowed by the Center SOP.

I do not believe that these approaches conflict as published and the restriction can be removed. However, we also need more concise rules about what approaches we can and cannot run. Our procedures were designed for the Midnight shift with low traffic and when we run the day shift we face a lot of delays because our rules are not as lenient as the approach controls that usually run the airspace. When I have tried actually determine if these approaches conflict I keep running into problems because I am not sure who to contact and can never get concrete answers. A central office that could evaluate the procedures, or someone in the center specifically trained in approaches who could determine whether or not they conflict would be helpful.

## Synopsis

Center Controller also working Approach Control airspace due to the COVID-19 pandemic, reported communication issues with another Approach facility resulting in an airborne conflict.

ACN: 1740805

## Time / Day

Date : 202004

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 5000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Passenger

Flight Phase : Final Approach

Route In Use : Vectors

Route In Use : Visual Approach

Airspace.Class C : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Climb

Route In Use : Vectors

Airspace.Class C : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Approach

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Supervisory : 18.5

ASRS Report Number.Accession Number : 1740805

Human Factors : Workload

Human Factors : Confusion

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

I was working all positions combined during the COVID reduced staffing period. Both ZZZ and ZZZ1 were in their north configuration. I had turned Aircraft X to a XXX heading for a vector to the Visual Approach. I had released Aircraft Y on an initial westbound departure heading. During the sequence of events, I had forgotten that Aircraft X was a ZZZ1 arrival, mistaking him as a ZZZ arrival. Both arrivals are vectored in a similar manner to the Visual Approach in this configuration from the north and the Aircraft X call sign made me think ZZZ arrival. The Aircraft Y departure had to build a little altitude before I could turn him north because the temperature was decreasing the climb rate today. I mistakenly cleared Aircraft X for a Visual Approach to Runway XX and then he corrected me with the "Runway XY" readback. I had planned to go right to Aircraft Y for his turn to the north, but I realized if I didn't correct Aircraft X first, he might turn early towards ZZZ1, so I corrected his heading and altitude first. The lost time, however, resulted in a loss of lateral separation after I turned Aircraft Y to the north.

This resulted as a loss of awareness about my aircraft and what they were doing. If I hadn't made the mistake of clearing Aircraft X to the wrong airport in the first place, the sequence would have worked out with enough time to turn Aircraft Y in a timely manner.

## Synopsis

TRACON Controller reported that while working traffic at a combined position during COVID-19 reduced staffing period, they experienced a loss of separation.

ACN: 1740738

## Time / Day

Date : 202004

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Takeoff / Launch

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1740738

Human Factors : Other / Unknown

Human Factors : Distraction

Human Factors : Fatigue

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1740739

Human Factors : Distraction  
Human Factors : Time Pressure  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

During the flight preflight, I missed resetting the flap selector to 10 degrees, as is my normal practice. During taxi out and completing the before takeoff checklist, the challenge question was asked "Flaps 10," and due to expectation bias, and monitoring an aircraft back taxiing on the runway, I saw and confirmed 10 degrees of flaps, instead of the 15 degrees actually dialed in. When Tower cleared us for takeoff I advanced the throttles, and the aircraft horn sounded due to the incorrect flap setting, I pulled the throttles to idle at approximately 5 knots applied brakes, then we reset the flaps to 10 degrees, and after confirming the correct configuration continued the takeoff.

2nd leg of the day, a day after an oceanic crossing, followed by isolating in the hotel. This accompanied by the COVID-19 restrictions caused broken sleep periods. While I felt fine, the fact that I was only getting 3 1/2 to 4 hours of sleep in blocks, coupled with the circadian disruptions did not help.

Better attention to detail.

## Narrative: 2

On initial power push for takeoff, received the flap warning horn. The Captain brought throttles back, I reset the flaps to 10 and we continued the takeoff roll. I failed to check the flap setting when we input the numbers and again when I we accomplished the before takeoff checklist. A recheck when I called "Configuration Checked" may have caught it; however the dark most likely would have prevented this from happening. Do not assume and be sure to verify settings called. I failed to do this and allowed myself to get in a hurry.

## Synopsis

Air carrier flight crew reported receiving a flap setting warning horn during initial power push for takeoff. The Captain cited lack of sleep as a contributing factor.



ACN: 1740708

## Time / Day

Date : 202004

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1740708

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

During recurrent ground school, multiple pilots in the class had disregarded the updated company policy to wear protective face masks while on duty. Our instructor had stated that they were required, but about 40% of pilots had left their company-supplied masks on the desk rather than wear them. Even during the Chief Pilot's presentation, he had removed his at times in order to facilitate wearing his eyeglasses.

Since the goal is to stop the spread of COVID-19 while possibly being asymptomatic, it is vital to keep the mask on at all times unless you need to ingest water or food. On the second day of class, we were told one pilot, who did a fairly good job of keeping his mask on during the day, had symptoms similar to COVID-19 overnight. This is exactly why everyone should have their masks on while on duty.

Make sure everyone is following company policy. The three pilots sitting behind me did not put their masks on at all during our first day of ground school, which I found to be irritating and a safety risk to everyone else in class and in the building.

## Synopsis

Air carrier Captain reported that during recurring ground training individuals did not always wear a mask to protect from COVID-19 exposure.

ACN: 1740686

## Time / Day

Date : 202004

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Flight Phase : Takeoff / Launch

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1740686

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Detector.Person : Ground Personnel

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

About 15 minutes before departure flight went nose heavy. I blocked rows 7 and 8 and told the Zone Controller about it. Zone Controller told me he would tell the gate agents to move passengers from 7 and 8. When the flight was finalized it went nose heavy again.

Passengers were physically moved by agents, but not in the computer. The aircraft was showing OUT so I sent my nose heavy message to the Captain telling him to block rows 7 and 8. His reply to me was I moved passengers out of First Class can we go now? I said, Negative, I need to know how many passengers you moved and where did you seat them. By this time about 35 minutes have passed and he is at the end of the runway waiting. So now the agents are working on another report to reflect the correct passenger count. But there count won't be correct because they don't know the Captain moved people out of First Class. After all of this the gate agents re-finalized with a count of XX and YY passengers. Dispatch sends a message to the Captain telling him to move the passengers back to First Class and the new weights are coming. I sent the new weights. Right after I hit the send button the Dispatcher calls and says the Captain isn't moving the passengers back to First Class due to the new COVID seating guidelines. So I invalidated the weights again. I asked the Captain to now send me a report of where everyone was seated. I didn't get a response for a while until he showed airborne. Then he sent me a message stating, "Too many distractions and threats. We are airborne." So now we have a flight in the air without correct weights.

## Synopsis

Ground employee reported a flight departed with incorrect weight and balance numbers. Reporter cited COVID-19 guidelines and social distancing issues as contributing to the event.

ACN: 1740684

## Time / Day

Date : 202004

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC  
State Reference : US  
Altitude.MSL.Single Value : 40000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X  
ATC / Advisory.Center : ZZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
ASRS Report Number.Accession Number : 1740684

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Dispatch  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

After departure, company informed us a family member of Passenger X had received a positive test result for COVID-19. Passenger was isolated, questioned and denied any knowledge of the test or its results. Flight Attendant took all Medlink instructions to task. We were told CDC would meet us in ZZZ, all to remain on board until released by them. We left cockpit closed until released by CDC. Have no information on outcome.

## Synopsis

Air carrier Captain reported being advised after departure that a passenger's family member had been exposed to COVID-19. The crew followed proper CDC protocol at destination.

ACN: 1740683

## Time / Day

Date : 202004

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1740683

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

Aircraft was not provisioned with Personal Protective Equipment (PPE) to clean cockpit (the bag with masks, gloves, cleaning wipes). This flight should have been provisioned for the round trip. Not sure where the cleaning provisions went, but clearly thorough provisioning is not working. Fortunately I had a few wipes I had brought from home.

## Synopsis

Air carrier First Officer reported no Personal Protective Equipment (PPE) or sanitizing equipment were provided for a round trip flight.

ACN: 1740640

## Time / Day

Date : 202004

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Attendant : Off Duty

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1740640

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

New jumpseat relocation has a negative when it comes to safety and security concerns. Compromising our ability to communicate in an emergency and security situation by being away from the interphone and private conversations that occur on the jumpseat cause issues and does nothing to promote social distancing because we still work together and there is no way to avoid that aspect on the airplane.

What's [the] purpose when you have to sit next to people and the whole row is not blocked anyways. It doesn't change anything and I am concerned this is throwing safety out the window. Safety demo and oxygen and life vest should be demonstrated regardless. In addition, we need to address oxygen masks with personal masks on their faces. This needs to be addressed immediately.

## Synopsis

Flight Attendant reported concerns about safety and security issues relating to new COVID-19 jumpseat arrangements and social distancing guidelines.



ACN: 1740585

## Time / Day

Date : 202004

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1740585

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Purser brought a passenger along on her trip during the Coronavirus outbreak. She stated they are traveling together all month long during her work trips. She is potentially exposing other crew members [with] an extra person during this time. He joined us on a shuttle. Didn't wear a mask. Poor decision as a safety professional.

## Synopsis

Flight Attendant reported concerns with another Flight Attendant bringing a passenger on the shuttle bus and flight during the COVID-19 pandemic.

ACN: 1740550

## Time / Day

Date : 202004

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Cargo / Freight / Delivery

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1740550

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Contrary to guidelines pertaining to cargo operations, no Lysol wipes or other virus killing cleaning wipes were provide to flight crew operating out of ZZZZ to help reduce spread of COVID-19. Sani Com wipes only provided.

## Synopsis

Air carrier Captain reported no sanitation equipment was available for use while at a foreign destination during the COVID-19 pandemic.

ACN: 1740533

## Time / Day

Date : 202004

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 300

Relative Position.Distance.Nautical Miles : 4

Altitude.MSL.Single Value : 2600

## Environment

Light : Night

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Initial Approach

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Private

ASRS Report Number.Accession Number : 1740533

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : FLC complied w / Automation / Advisory

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

While on a currency flight about 25 miles NW of ZZZ I called ZZZ Approach to ask if they had the time with the COVID-19 slowdown at ZZZ to allow a low approach. Approach cleared me direct ZZZ from my location, but asked me to divert west of the field to allow for landing IFR traffic. I complied, but shortly thereafter the Controller asked me to stay below the Bravo class airspace. I assumed since he directed me "direct to ZZZ, set up for [Runway] XXR" I was cleared to enter Bravo. Upon his request I immediately descended below class Bravo and was cleared for the option after being handed to Tower. No further discussion of Bravo took place.

## Synopsis

GA pilot had a Class B airspace incursion after assuming they were cleared through the airspace by ATC.

ACN: 1740532

## Time / Day

Date : 202004

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 050

Relative Position.Distance.Nautical Miles : 8

## Environment

Flight Conditions : VMC

Light : Daylight

Ceiling : CLR

## Aircraft : 1

Reference : X

ATC / Advisory.UNICOM : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

Aircraft Operator : FBO

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Training

Flight Phase : Cruise

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1740532

Human Factors : Other / Unknown  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Flight Crew : Took Evasive Action  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

The objective for this particular flight was recurrent formation training for me, with the assistance of the pilot of a second aircraft (an occasional training partner, based at another nearby airport). Per our telephonic briefing on the ground, we agreed that we would rendezvous in a particular location and that he would fly lead and I would join off his wing there. We further agreed on a time, altitude, frequency and call signs.

As I approached the practice area I observed at my 12 o'clock position at approximately 3,500 MSL an [Aircraft Y type] heading in the same direction -- i.e. to the center of the practice area.

On the air-to-air frequency, I then made my first call to check in and to ask the flight lead if he was in position. He responded that he was approaching the practice area. I told him I thought I had him in sight.

He then asked me my position, and I said I was at his 6 o'clock, several miles in trail. I told him he could maintain his heading and I would close from the rear.

As I approached the [Aircraft Y type] in front of me, I suggested over the air-to-air frequency that my training partner make a shallow turn to help me close, and he acknowledged. A moment later, the [Aircraft Y type] in front of me began a gentle turn to the left.

Once I was established in the turn and began to close, my partner asked for my current position; I indicated that I was moving from trail to his right wing. During this time I moved into a loose fingertip off the lead aircraft. About this time my partner asked again for my position and said he could not see me. I replied that I was off his right wing, and thought for a moment that possibly I was partly blocked by the window/door framing. To help with his field of view, I moved slightly forward to a more visible bearing line, and then

radioed to ask if he had a clear visual. He responded that he still did not, and at that point it suddenly occurred to me that I might be flying formation off the wrong aircraft. Over the air-to-air frequency I read the N number of the [Aircraft Y type] in view, and asked if that was my training partner's aircraft (we had been using call signs, so I had not had any prior occasion to reference his N number). He replied that he was flying a different aircraft, and the mistaken identity suddenly was clear to us both.

At the point, I broke off formation with the [Aircraft Y type], and switched back to tower (whose airspace was fairly close -- some ~8NM away -- to explain the mistaken identity and to ask if he was talking with the other [Aircraft Y type]). The tower controller indicated that he was not talking with that aircraft but said he would relay the message if the [Aircraft Y type] should check in.

That was the end of the mistaken/unsafe condition and the rest of the flight proceeded normally.

Contributing factors to this confusion included:

- 1) The remarkable coincidence that the mistaken [Aircraft Y type] was in exactly the right place at the right time and the right altitude, and that it subsequently began a turn exactly when I requested my flight lead to do so
- 2) My failure to ask my training partner to utilize TCAS/ADS-B to firmly establish me on his PFD prior to my moving in on what I thought was the flight lead
- 3) My electing to join from a trail position, which denied my flight lead a chance at a visual until later in the process
- 4) My expectation bias that, because of Corona, there would be few if any other aircraft and that this must have been my training partner (as it happens, the mistaken [Aircraft Y type] and the intended [Aircraft Y type] were the only two aircraft I saw or heard in the sky all day).

## Synopsis

GA pilot reported flying formation with the wrong aircraft. Reporter cited a number of contributing factors that led to this confusion.



ACN: 1740524

## Time / Day

Date : 202004

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 000

Relative Position.Distance.Nautical Miles : 4

Altitude.MSL.Single Value : 2000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Cruise

Route In Use : Direct

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

ASRS Report Number.Accession Number : 1740524

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Due to COVID-19 I had not been home in over a month. I work in ZZZ but live in a different state. I'm at risk at work so did not come home. Finally got a long stretch of days off and needed to fly my airplane. I had not seen my family for a long time. With no body flying I thought it would be a good chance be able to fly over there house. So I told them I was flying over if I could. ZZZ1 said they had a 40 minute gap with no traffic and I could fly over. I found their house and they were out side. After that we flew to another city.

After we got back I got thinking about the flight and I realized I had probably exceeded the normal bank angle and I was not in a rural area. I did my normal planning but had not really thought about what it entailed once I got there. My ADM [Aeronautical Decision Making] was lacking in my preflight planning. I thought about the flight but not what was going to happen when I got there. Thought we will wave take a picture and leave. But there was more to it than that. I needed to think about the process once we got there other than we will just wave and take a picture. Just poor planning for that part of the flight.

## Synopsis

GA pilot reported a flight over homes may have been too low.

ACN: 1740521

## Time / Day

Date : 202004

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1740521

Human Factors : Other / Unknown

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

Myself and partner were assigned to work Aircraft X that arrived with 2 open log pages that concerned me and my partner about our safety and health at risk. My partner was assured that the aircraft was going to be deep cleaned. We were assigned to do a tire change and 1 svc and had to enter the flight deck to do work. As I entered the aircraft I spoke to the lead cleaner and had asked if they were concerned about what happened. To my surprise they were not aware of the COVID-19 contamination and sick pilots in the flight deck and I also asked if there was a special cleaning group to sterilize the flight deck. I think that the cleaners were the only ones that did their regular cleaning job and were not informed of what happened. I was really surprised that there is not an organized process for this type of situation. I thought that entering this type of contaminated aircraft would be really strict.

## Synopsis

Technician reported an aircraft was supposed to be deep cleaned after possible COVID-19 contamination, but when cleaners were questioned they had not been advised to deep clean the aircraft.

ACN: 1740471

## Time / Day

Date : 202004

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1740471

Human Factors : Other / Unknown

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 20349

Experience.Flight Crew.Last 90 Days : 234.88

Experience.Flight Crew.Type : 3164.56

ASRS Report Number.Accession Number : 1740474

Human Factors : Other / Unknown

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Received ACARS message asking us to remain in cockpit until jetway operator leaves jetway. When we got off the airplane met by Chief Pilot and other personnel and we were told that we were exposed to another crew member that tested positive in ZZZ1. We were released from duty for 14 days and self monitored.

## Narrative: 2

Upon landing in ZZZ from a flight from a layover in ZZZ1, our crew was met by Chief pilot of ZZZ and the local ZZZ CDC in the jetway. We were informed our crew had been exposed from another ZZZ2 pilot (who was there on another flight) had ate breakfast that morning with Captain, who was on my flight. He later told me social distancing had been applied, but they ate at the same table about 5-6 feet apart. I guess my exposure should had been 3rd hand thru Captain. We were taken off the flying schedule for 14 days to self monitor. I took it upon myself after 6 days at home isolation to get a COVID-19 test which turned out negative. I have subsequently returned to work and never had any symptoms whatsoever! I'm submitting this report on behalf of company pilots to make sure the flight deck is disinfected after an event such as the one we were made aware of for the safety of our down line pilots entering a cockpit.

## Synopsis

Air carrier flight crew reported being exposed to COVID-19 from another pilot and having to self quarantine after notification.

ACN: 1740411

## Time / Day

Date : 202004

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 230

Relative Position.Distance.Nautical Miles : 25

Altitude.MSL.Single Value : 12000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 30

Light : Daylight

Ceiling.Single Value : 25000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Personal

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Climb

Route In Use : Direct

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 7500

Experience.Flight Crew.Last 90 Days : 30

Experience.Flight Crew.Type : 700

ASRS Report Number.Accession Number : 1740411

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

We were being vectored during the climb with a couple of different assigned headings. We were advised by ATC that we would be cleared to our destination in approximately 5 minutes. We were then cleared to our destination. I entered a direct in the GPS and selected NAV Mode. We turned towards our destination, but were not going direct to it. The Controller asked us if we were going direct to our destination right after we discovered we were not. We were already in a turn to the left heading direct to the destination. There were no conflicts or other aircraft that showed up on our TCAS.

The problem arose as my normal co-pilot was out sick in quarantine for potential Coronavirus and I had an inexperienced co-pilot. In addition to flying the aircraft, I was monitoring the new co-pilot as he was unsure of himself in this aircraft. We completed a 20 degree turn, so we were flying direct to our destination. The co-pilot's inexperience contributed to this event. Also contributing to the event was a 125 knot crosswind that made the track less intuitive.

## Synopsis

Pilot reported experiencing a track/heading deviation. Pilot stated the deviation occurred in part due to flying with an inexperienced co-pilot.



ACN: 1740402

## Time / Day

Date : 202004

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Technician

Qualification.Maintenance : Airframe

Qualification.Maintenance : Powerplant

ASRS Report Number.Accession Number : 1740402

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Employees in Terminal X are not being issued PPE, specifically masks, to avoid contracting the COVID-19 virus, from management. The tool rooms where gloves and other PPE products are stored have informed me that management will be handing out the N-95 or equivalent masks to maintain accountability and/or to prevent employees from "hoarding supplies."

## Synopsis

Technician reported that employees are not being issued PPE, especially masks, which are needed to avoid contracting the COVID-19 virus.

ACN: 1740401

## Time / Day

Date : 202004

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1740401

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Passenger

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Passenger was complaining and wanted passenger deadheading pilot in Seat XX to put on mask since he was coughing and sneezing! FA asked deadheading pilot to put mask on as requested from Passenger in Seat XC. We had not noticed any unusual alerting signs. Heard him cough two times throughout the entire flight! Passenger and deadheading pilot had a conversation exchange once passenger approached him. It ended up to passenger

moving seats as once he said she is welcome to move if she isn't comfortable sitting there. Pilot came out to talk to passenger and deadheading pilot. Passenger moved to exit row!

## Synopsis

Flight Attendant reported a passenger complained about a deadheading pilot who was coughing and requested deadheading pilot put on a mask. Passenger ended up moving to a different seat.

ACN: 1740396

## Time / Day

Date : 202004

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1740396

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

I was the X Flight Attendant on flight from ZZZ to ZZZ1. With only 2 passengers the operations Agent came down to ask if we were ready to board. I said no we don't need to board 30 minutes early with only 2 people. Agent was pressured by management to still board at the normal time of 30 minutes prior to departure time. Again I explained that we do not need to board this early. I even told the Agent that I had not confirmed that the safety checks were done yet and started walking to the back of the aircraft. Agent asked "How long is that going to take?" To which I replied "I don't know maybe 10 minutes." Even though I had not indeed confirmed the safety checks had been performed, I honestly was trying to hold Agent up from boarding with this as a stall tactic. As I walked towards the back Agent yelled out "Are you guys ready?" to the flight attendants in the back to bypass me. I can only assume Agent was actually feeling pressured to board this early when anybody clearly knows that boarding 2 people will take at most 5 minutes. I believe with the current pandemic going on we could better limit ourselves to exposure by relaxing our boarding times. It is in our best interest to board people as late as possible right now. As the X Flight Attendant I am required to stand in the front of the aircraft for boarding and this forces me to be in close proximity to somebody that sits in the front. And upon boarding, the one passenger did take the first available seat to him which was row X. Had this person been disabled and required the first row seats I am required to let that individual sit there and expose me to them as well as expose them to me. Even more so than I was with the gentleman on my flight. The longer people are on these planes the more chance there is for them to contaminate the planes or us and vice versa.

There needs to be less on time performance pressure from the company. We should be allowed to choose a boarding position that we feel is safe and appropriate.

## Synopsis

Flight Attendant reported concerns with being pressured to board early with only a few passengers. Flight Attendant stated it would be best to avoid boarding unnecessarily early to minimize the time of possibly being exposed to COVID-19.

ACN: 1740373

## Time / Day

Date : 202004

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 11000

## Environment

Light : Night

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Descent

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1740373

Human Factors : Distraction

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

During our flight from ZZZ1-ZZZ we were cleared to descend via the ZZZZZ Arrival into ZZZ1. Due to the Coronavirus there was a logistical situation developing at our destination that ultimately resulted in our being stuck at the destination without transportation, and me and the Captain were actively engaged in conversation trying to solve that issue. The bottom of the descent on the ZZZZZ Arrival is 11,000 feet. The aircraft had leveled at 11,000 feet and then a short while later I noticed the vertical path indicator descending indicating we were passing through the descent point for the proper descent path. Due to being focused on the conversation at hand, I was confused as to the state of the aircraft on the arrival. I had lost situational awareness to the fact the aircraft had already leveled at the bottom of the arrival and assumed we still had more altitude to lose. I questioned the situation asking the PM what the deal was and why we were not descending. The PM was trying to determine the issue and at that point I initiated a descent. Almost immediately we both realized that the aircraft had been level at the correct and final altitude on the arrival and I immediately initiated a climb back to 11,000 feet, which was our clearance limit. Unfortunately, we had descended to 10,500 feet during the process.

After the fact we realized that the issue happened because the PM had put a crossing altitude at the airport for planning purposes and that was generating the vertical guidance that caught my attention and caused me to get confused. We had not discussed the altitude put in at the airport yet due to the discussion pertaining to the logistics developing at the destination. The issue was completely my fault. I should not have initiated a descent without first confirming the state of the aircraft on the arrival. In the attempt to keep from getting high, I caused us to actually get too low. This is also a good reminder to deal with ground issues on the ground or in downtime during cruise, and not during the arrival or later phases of flight. We were not in sterile cockpit but it was not the right time to be dealing with the logistic problems, at least not the PF!

Going forward, Coronavirus or not, I have to focus on the appropriate phase of flight and not get distracted by issues on the ground while in critical phases of flight, like the arrival.

## Synopsis

Corporate First Officer reported descending prior to a crossing restriction during arrival. First Officer referenced being distracted talking about COVID-19 related logistical issues that may have contributed to the event.

ACN: 1740337

## Time / Day

Date : 202004

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1740337

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

2 cleaners came on to service the aircraft in ZZZ. I saw them take trash from the first class pocket and set in into the seat even though they had trash bags. They were doing other things which I hadn't paid much attention to, but as one of the cleaners came to change the first class side trash I told her to not worry about it because I didn't really use it. She said she thought there appeared to be trash in it. I said it was fine. She said "Really." I felt now pressured, so said ok, if you want to do it. I preferred they were not touching everything if I hadn't actually used anything after I had sanitized it. The other



cleaner comes into the galley and they are talking and I'm near row 1. I realize my coffee cup is up in the cubbie/sink area and want to remove it while they are up there cleaning. I say excuse me and reach past the man and grab my cup on the counter. She has a trash bag in her hand. I take a drink. It is not my coffee but a cup, trash that the cleaners had set there to dispose of as they were doing the trash. I immediately spit the tea into the front lav. Tried to sani-wipe my mouth. And gargle with water but all of this is clearly futile. I know no passengers set it there. I stood in the galley until everyone deplaned. I asked the pilots. I know this is new for the airline and these cleaners. However, to even drink from a strangers cup on a non-flu, non-Coronavirus season would in itself be disgusting. An error for a cleaner to not immediately take trash and immediately put it into the trash bag in their hands. Not onto clean seats or sanitized counters. The cleaner never stopped me to say "Stop, wait, that's trash." She kept chatting to her coworker. This was a very bad error.

## Synopsis

Flight Attendant reported thinking she was drinking out of her own cup and realized cleaners had put a different used cup in place, and was concerned about possible COVID-19 exposure.

ACN: 1740294

## Time / Day

Date : 202004

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Qualification.Other

ASRS Report Number.Accession Number : 1740294

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

A company employee continued to come to work knowing a member of his family had tested positive for the COVID-19 or Coronavirus. By doing so has put the health and safety of employees at risk. I am also informed upper management had information on this. This was reckless and far from safe.

## Synopsis

Ground employee reported a person came to work after a family member had allegedly tested positive for COVID-19.

ACN: 1740283

## Time / Day

Date : 202004

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : IMC

Weather Elements / Visibility : Rain

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Ferry / Re-Positioning

Flight Phase : Parked

## Person : 1

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1740283

Human Factors : Fatigue

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1740472

Human Factors : Fatigue

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Result.General : Work Refused

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Weather  
Primary Problem : Procedure

## Narrative: 1

Initial pairing was brought to my attention the night prior. After reviewing the assignment and forecast winter weather for the following day, an earlier commute was needed to deal with icing conditions. Having left my residence at XA00 for an XD00 hours show, I encountered winter weather driving condition along with a longer commute. Arriving at ZZZ by XD00 hours I noticed the first delay with the flight being pushed until XF00 hours. The Captain and I boarded the aircraft a little after XG00 hours. While entering the forward galley we observed a pool of liquid coming out of the right oven. Maintenance and catering were both notified and a fix was attempted. At approximately XH00 hours maintenance began a series of unusual activity. Running both engines at the gate as well as removing equipment from the cabin. This was our first indication that the aircraft was not ready for ferry. During this time we were in communication with dispatch and Maintenance Control trying to secure a Maintenance Ferry Document.

At approximately XI:40 we were advised the departure was being pushed until XN:30 hours for deep cleaning. The Captain and I walked over to the hotel for lunch and received a room at approximately XJ00 hours. Agreeing to meet in the lobby at XL:30 hours for our new departure, a nap was not taken as we continued to try and track down hotel accommodations for later that night, get information for a point of contact in ZZZ1 and confirm transportation for travel to ZZZ2.

At XL:45 hours we were advised of a new departure time of XO:30 as the plane was still not ready for ferry, due to maintenance sign off and Ferry Documentation.

By XO:45 the Captain was at his decision point as a disagreement between Dispatch and Maintenance Control had developed preventing the Ferry Documentation being provided for a legal departure. At approximately XP00 hours I reviewed my own fitness and determined I was still at least 2 hours from departure and dealing with winter weather and maintenance. I felt I would not be able to get suitable sleep until approximately XV00 hours and this was pushing the limits to my own fitness in dealing with the threats of flying late at night, icing/weather challenges and the threat of fearing and aircraft vs. normal line operations. It was then that I decided a fatigue call would be the safest course of action.

## Narrative: 2

Everyone is stressed out by the Coronavirus Crisis. The Maintenance Controller was working from home and might not have been able to generate a maintenance ferry document from home. He finally generated one. The aircraft had been parked for over 3 weeks, probably without adequate prep for that length of time which probably caused the leaks under the ovens. ZZZ Maintenance is overworked and understaffed to properly prepare multiple aircraft (that had been parked for weeks) at short notice and with new aircraft disinfecting processes just established. Unfortunately, I won't let ZZZ Maintenance, Maintenance, Dispatch and the Operations Manager make decisions that result in an unsafe flight or an unsafe operation, especially when I've been up for over 14 hours and I've got another 4 hours to go and fly into my Window of Circadian Low (WOCL). The aircraft was successfully flown with that maintenance ferry document from ZZZ to ZZZ1 the next morning.

## Synopsis

Air carrier flight crew reported many delays encountered to get a flight going that eventually departed the next day.

ACN: 1740275

## Time / Day

Date : 202004

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

ASRS Report Number.Accession Number : 1740275

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

Thank you for all the work you're undoubtedly doing these days. A concern, which probably has been brought up, but I hope our safety guys are working on it actively. Well, two concerns, related.

1 - Masks. Judging from my last trip, most pilots and FAs are not wearing masks at all. I know that the official guidance has shifted, but it really seems that our Company could do a better job of promoting the idea that wearing masks isn't to protect yourself as much as it is to protect others, in case you're infected and don't know it. Unless we get better and clearer guidance and expectations, I don't expect pilots to all of the sudden decide it is time to wear masks. It goes against a lot of deeply ingrained western norms.

It seems that many have the idea that if you can't get 100% protection, why bother. We're in the cockpit so who cares about on the van or in the airport. I think this is exactly wrong, apparently the "viral load" is important and anything that reduces your "initial dose" could lessen the severity of any subsequent illness. Apparently this is one reason they suspect that lots of healthy/young doctors/nurses are getting pretty bad cases, because they have so much exposure. Which brings me to the related concern?

2 - Cockpit social distancing. It is obviously impossible to properly social distance while flying with another pilot in the cockpit. The problem [is], the furthest away we can possibly get is 2 feet. That's an issue, I'm not aware of any other work environment that is so close and wearing a mask is currently prohibited. We need Company and Union and

FAA Safety all to push and approve masks in the cockpit. Presumably someone could run a pretty quick experiment in a high altitude pressure chamber where they test various masks versus blood oxygenation using pulse oximeters. I'm pretty certain that surgical type masks wouldn't present a problem, the N95s or homemade ones might as they could interfere with the seal, but a surgical mask seems benign on that count.

Anyway, if Company and the FAA for that matter, really intend to keep the airlines flying, then they need to relax this mask in the cockpit rule and explicitly approve it. We can't maintain 6 feet and most of us aren't wearing a mask. So a Pilot who wears one is protecting the guy he's flying with, but if his Co-Pilot isn't wearing one, it sort of defeats the purpose.

## Synopsis

Air carrier pilot reported concerns with the inability to maintain proper social distancing in the cockpit during the COVID-19 pandemic. Reporter suggested guidelines should allow for pilots to wear surgical masks in the cockpit during this time to minimize COVID-19 exposure.

ACN: 1740252

## Time / Day

Date : 202004

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : None

Mission : Personal

Flight Phase : Taxi

## Component

Aircraft Component : Communication Systems

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Single Pilot

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Private

ASRS Report Number.Accession Number : 1740252

Human Factors : Situational Awareness

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Other / Unknown

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy



Anomaly.Ground Incursion : Taxiway  
Detector.Person : Air Traffic Control  
When Detected : Taxi  
Result.Flight Crew : Returned To Clearance  
Result.Air Traffic Control : Provided Assistance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Taxied to incorrect runway while dealing with poor radio quality. Went to ZZZ to update databases in newly installed avionics and after recent completed annual. Had no intentions of flying and only slightly considered starting the engine to see that the engine monitor was working. Didn't want to go flying because: The winds were gusty, above my personal minimums. [The] new avionics were going to be a distraction as a single pilot. Didn't want to involve instructor to abide to social distancing. Recent flight time was low: have only had 1 hour of solo time in my aircraft. No hours in [a month] for avionics repair and annual. [I] had comms trouble before with a malfunctioning secondary EDM (Engine Data Management) - considered that perhaps comms interference was caused by bad EDM.

A young passenger was with me and was a distraction. Pulled the plane out of the hanger to get GPS signal. I wanted to also check if fuel flow information was being reported from the EDM to the IFD (Integrated Flight Deck) - that meant I needed to start the engine. So, on a whim decided that it would be good to run the airplane for a while and taxi around to break in new brakes and verify things are ok after the annual.

And so it began -- I called Ground on comm 1 and told my intentions to taxi up X, down Y, and then back up X to park again. In my head I expected to head east up X, cross [Runway] XY. Then down Y., cross [Runway] XY, then back up X. I did not hear a response on comm 1. I called for a radio check 2 more times on comm 1. After barely hearing a response on comm 1 decided to try comm 2 - my head now boiling with frustration over the newly installed malfunctioning radio.

I called Ground on comm 2 and was able to get a clearance. I wrote down and repeated the clearance... Taxi to Runway XY, via X, hold short X1. Note that this is opposite my expectations. Not realizing it, and grumbling about the radio failures, I proceeded east towards Runway XY. This is the pilot deviation. I did not hear a call that was made that I was heading the wrong way, and an offer to either turn around, or cross. I heard another call that sounded like further taxi instructions, but I didn't understand what was being said, except that I should use X6. I turned onto X6 and stopped at the hold short line as I wasn't sure I was cleared to cross. The Controller listed out some instructions, which I miss heard and asked that I would take it one step at a time. Next clearance I understood enough to cross the Runway to Y6 down Y. There was more, but I just repeated that part I understood that got me down Y.

When I got down to the run-up area on Y, near Y6, I stopped and called for further clearance to cross. I heard no responses. After listening to the recording at home, I heard the further clearance prior to my arrival to the run-up area, but actually did not hear

responses to my calls. I made several calls, both on comm 1 and comm 2. At this point a little panic set in. How the heck was I going to get back across the runway without comms. OK lost comms procedures; in the slight panic/frustration, did not even think about a checklist...I proceeded to squawk 7700; thinking I was squawking the lost comms code.

I eventually got a hold of him on the Tower frequency. I was cleared across and back to the hangar area. I made a few more radio checks on the way back, and things were still iffy - but I was done at this point. No one asked me to, but after putting the plane back in the hangar, I got the phone number to the Tower from the FBO. I called, to hear what they thought happened, but the crew had changed out while I was hangaring the plane. The current Controller said no big deal was made of it.

It wasn't until I got home, where I re-read my clearance notes that I realized I had taxied the wrong way.

Contributing problems [included] a lack of currency/experience. Radio problems caused frustration and distractions. Stress. Dismissive: this will just be a simple taxi - I'm not flying.

Corrective actions [would include to] consider that taxiing can be just as complicated as being airborne. IMSAFE applies to both on the ground or airborne.

I - illness, nope.

M - meds are good.

S - Stress - oh yeah I'm stressed. COVID shutdown, kids at home, work from home, couldn't fly for months because of bad avionics install. This is why I wasn't going to "fly."

A - alcohol - zip.

F - fatigue, well rested.

E - emotions - did I mention stress; also dismissed that taxiing could be just as challenging as flying.

Review lost comms procedures. I'm printing a label for the squawk codes to stick on my transponder. Pretty sure I don't remember the Tower light signals, either. I called my instructor for ideas and he also suggested that I could have used my cell phone to call the Tower (even though, at the time I didn't have the number.) Really listen to clearances. They may not be what you are expecting. Before rolling, physically point to the direction of clearance, and verify with some outside evidence that it is the correct direction.

## Synopsis

GA pilot reported experiencing a taxiway incursion citing multiple distractions and other human factors as contributing to the event.

ACN: 1740241

## Time / Day

Date : 202004

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger

## Component

Aircraft Component : Oxygen System/Pax  
Aircraft Reference : X  
Problem : Improperly Operated

## Person

Reference : 1  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1740241  
Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

Concerns regarding the use of onboard passenger oxygen masks in the event of a decompression. Due to high use of personal face shields, I have concerns its use during a decompression will not provide adequate or appropriate oxygen levels to the passenger or crew using it. The only way this is resolved is to not wear the mask. There should be directions provided that in this situation, personal mask shields need to be removed. It will also be a concern regarding the time it will take in a high altitude situation. Regardless this should be addressed as a potential critical situation.

## Synopsis

Flight Attendant reported concerns with passenger use of masks during the COVID-19 pandemic and the lack of instructions to remove them in order use the oxygen masks in case of a rapid decompression.

ACN: 1740238

## Time / Day

Date : 202004

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1740238

Human Factors : Other / Unknown

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

I was informed that a passenger in the gate area was refusing to cover his/her coughs in the gate area and were making people in the gate area uncomfortable due to the COVID-19 pandemic, and the non compliance with being asked to cover the coughs. A Supervisor was called and spoke with the passenger. [We were asked] if we were comfortable with the passenger flying and from the information [they] told to us, we were not.

I believe during the COVID-19 pandemic that passengers should be screened before boarding and if people are believed to be sick they should be denied boarding to prevent spreading the illness.

## Synopsis

Flight Attendant reported a passenger was coughing in the gate area making the crew and other passengers uncomfortable due to the COVID-19 pandemic.

ACN: 1740213

## Time / Day

Date : 202004

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Taxi

Airspace.Class D : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1740213

Human Factors : Situational Awareness

Human Factors : Other / Unknown

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Incursion : Taxiway

Detector.Person : Air Traffic Control

When Detected : Taxi

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

Missed direction on company page to contact Ground for pushback. Due to similar ramp appearance to many other company-owned, uncontrolled, small, remote ramps, pushed back onto the adjacent taxiway without asking Ground. When taxi clearance was requested, Ground Control mentioned that what we thought was an uncontrolled part of the ramp, was actually a taxiway. They said there was no conflict, but to note it in the future. Apologized and continued.

I believe that several factors added to the cause: Similarity to many other small ramps, my unfamiliarity with this particular airport, and, truthfully, the disruption in my normal flows and habit patterns due to the change in operations during the Coronavirus pandemic. I normally don't use my iPad for things like checking in or reading and signing the flight planning requirements. I previously exclusively relied on printed paper flight planning requirements because of the ease, accuracy, and speed of access and unmatched ability to understand the entire plan when referencing them. I also have found it faster to exclusively use the touchpad in the airplane for all in-flight info, and consider taking out and attaching the iPad to be superfluous, time-consuming, and limits visibility. During COVID Operations, I have been trying to find the best way to alter my flows and vary from proven habit patterns to comply with changing sanitation requirements and necessary technological operational changes. I believe the combination of dealing with cleaning the flight deck, reduced communication while wearing a mask and distracting tactile limitations of gloves, changes in where and how quickly pertinent information is obtained (iPad vs paper, iPad vs. Touchpad), and changes as simple as where your eyes look to get info, lead to this mistake. Simply put, I looked at the ramp depiction on the company page on the iPad, had it sized incorrectly to see the parking space only as opposed to looking at the depiction on the airplane's touchpad where I would normally look and see the requirement to call Ground for pushback, and missed it based on experience-based expectation bias. I think the FO did pretty much the exact same thing, causing him to miss it too.

As always, slow down, communicate, and don't fall to the limitations of previous experience before confirming an action from more than one source.

## Synopsis

Air carrier Captain reported pushing without contacting ground, citing COVID-19 operations as the reason for disrupting flows and habits.

ACN: 1740159

## Time / Day

Date : 202004

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1740159

Human Factors : Time Pressure

Human Factors : Training / Qualification

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

The following pertains to COVID-19 clarification: Due to an observation and numerous questions, we would like to have some clarification regarding the procedures that affect technicians system wide regarding the spraying/fogging process.

Cabin Deep Cleaning Procedure: What is our process regarding normal clean and a suspected COVID-19 incident? Is it the Deep Clean Process outlined in the Cabin Processing Manual? If a COVID-19 case is confirmed on the aircraft, is there any other measure we are taking? Spraying/fogging process? Various departments have posted information and have briefed their crews.

The spraying/fogging process can accept various chemicals. What chemicals do we plan to use? We have been told at ZZZ, we will be using X chemical. We have concerns about aeration of this chemical with respect to the Safety Data Sheet (SDS). It is our understanding that our company needs to notify and train personnel before introduction to the workforce. This informs technicians about the health risks associated with those chemicals. If our company plans on changing the chemicals utilized in the spraying/fogging process, will an effort be made to inform the various work groups? Are



we currently utilizing the process at ZZZ?

Quarantined planes: What is the process? Charter flights (Recovery flights): What is the process? We recommend the most stringent cleaning process!

Gate Technicians: How are we going about to inform them of an inbound risk of COVID-19 infection aboard an aircraft? Any effort to discuss and train our workforce on expectations, health risks, and procedures would be helpful.

## Synopsis

Maintenance Technician reported questions and concerns relating to cleaning techniques for aircraft during the COVID-19 pandemic.

ACN: 1740092

## Time / Day

Date : 202004

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 156

Relative Position.Distance.Nautical Miles : 30

Altitude.MSL.Single Value : 7800

## Environment

Flight Conditions : Mixed

Weather Elements / Visibility : Cloudy

Weather Elements / Visibility.Visibility : 10

Light : Daylight

Ceiling.Single Value : 7000

## Aircraft : 1

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft, Low Wing, 2 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : VFR

Mission : Training

Flight Phase : Descent

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Nav In Use : FMS Or FMC

Flight Phase : Descent

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1740092  
Human Factors : Distraction  
Human Factors : Human-Machine Interface  
Human Factors : Situational Awareness  
Human Factors : Training / Qualification  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Conflict : Airborne Conflict  
Detector.Person : Flight Crew  
Miss Distance.Vertical : 800  
When Detected : In-flight  
Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Chart Or Publication  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Weather  
Primary Problem : Chart Or Publication

## Narrative: 1

I was flying VFR above a broken/scattered layer with tops at about 9,500 feet after having climbed above the layer. Though I get flight following on 95% of my flights, traffic was so light (due to the pandemic), that I chose not to speak with ATC this day. I knew I had to fly well south of my destination before I could descend in relatively clear conditions. As I was descending and turning to the NW, I was suddenly staring directly at a commercial jet crossing my path from right to left 3+ miles directly ahead and below less than one thousand feet. I initiated a hard turn to the right and shallow climb, and I noticed the jet banking to its right. I was surprised to see a jet in this location at this altitude, so far west of ZZZ. I fly this route often for training, but rarely above 6,000 feet, so later after landing I studied the ZZZ STARS and saw that this jet was right where it was supposed to be on the STAR. I had collected the weather soon after the traffic encounter and it was reporting 5,500 broken which equates to an MSL ceiling of 7,000, which is about where the jet was. I realize now, that the jet was descending through the cloud layer that I flew around and the jet speed was such that it must have emerged from the cloud layer during my momentary "heads down" to get the frequencies at my destination. The encounter was rattling, and I can imagine the pilots of the jet making a colorful comment or two about general aviators. There are many obvious lessons here. Talk to ATC, maintain a traffic scan and pay closer attention to any traffic information available on the MFD. Nevertheless, I realize now that I do not have a full understanding of the STARS in my area since they are generally used by turbojet aircraft capable of 250 knots and arriving from the flight levels. In particular, I note that there are 25 STARS published for the airports under the Class B airspace. I believe it would be helpful for all general aviation pilots in this crowded airspace if there was a chart showing all the routes that was color coded for altitude. A chart with high glance value would be worth checking when traversing the region VFR. Better yet, would be a layer on Fore Flight or other EFB showing all STAR routes with a selectable altitude, say, between 6,000 to 7,000, or between 7,000 and 9,000, etc.

## Synopsis

General Aviation pilot flying VFR reported experiencing an airborne conflict with an airliner. Pilot stated that lighter traffic during the COVID-19 pandemic was a factor in the decision to not contact ATC, which may have contributed to the event.

ACN: 1740086

## Time / Day

Date : 202004

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Attendant : Other / Unknown

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1740086

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

At the present time we are faced with COVID-19. Here in the US and other parts of the world people are told to wear mask or PPE to protect themselves. While our passengers on [airline name] are wearing masks, bandanas and other items to cover their nose and mouths no where in our safety demonstrations or announcements do we tell them how or what to do in a decompression during COVID-19. Shouldn't we change our announcement to say "If needed, oxygen masks will drop from an overhead compartment. Remain seated with your seat belt fastened and pull the mask down to start the flow of oxygen. Remove your personal mask or protective equipment from around your nose and mouth and place the yellow mask over your nose and mouth and put the elastic band over your head."

## Synopsis

Flight Attendant suggested changing the safety announcement during the COVID-19 pandemic to include instructions for passengers to remove their personal protective masks before donning drop-down oxygen masks.

ACN: 1739963

## Time / Day

Date : 202004

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1739963

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Maintenance

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

I requested PPE, a face mask, from operating manager on duty. Immediately he asked,"What for?" I explained I would like a face mask during the COVID-19 pandemic while working over 15+ aircraft for the day. He then asked me "what AMM task are you doing that requires a face mask?" I stated again, that I would like a face mask regarding my health and safety since I will be aboard so many aircraft. He then told me he needed to make phone call. That phone call ended and he made another phone call regarding my request. Once the second phone call was over he reluctantly gave me a mask from a stack of at best, 20 face masks. We do not have an adequate amount of PPE face masks during this COVID-19 pandemic and when requested PPE we are challenged.

Provide adequate PPE for all mechanics and do not challenge the technicians when requested. There are no masks readily available for us. We are not being supplied PPE during COVID-19 pandemic.

## Synopsis

Technician reported a Supervisor made two calls before reluctantly providing him with a mask. Technician stated they are not adequately being supplied with PPE equipment during the COVID-19 pandemic.

ACN: 1739948

## Time / Day

Date : 202003

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1739948

Human Factors : Troubleshooting

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1



Upon arrival at the gate in ZZZZ, we were not provided with a dedicated bus to take us to the aircraft. We were told to get on the bus with the passengers. Given the dangers of the coronavirus we should've been afforded a separate bus to take the crew to the aircraft. When parked at a remote hard stand, the crew should be transported in a separate bus for our safety.

## Synopsis

Air carrier Captain reported that the crew was transported to the aircraft in the same bus as the passengers to a remote hard stand, and that a separate bus would lessen the risk of exposure to COVID-19.

ACN: 1739882

## Time / Day

Date : 202004

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 16000

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Training

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class E : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Climb

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 17

ASRS Report Number.Accession Number : 1739882

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Conflict : Airborne Conflict

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Primary Problem : Human Factors

## Narrative: 1

During COVID-19 operations, I was very busy with sectors combined and a lot of aircraft in the ZZZ area with a large map range. I just took the sectors over from the previous Controller and asked him to sit on my D Side to help me. Aircraft X was a departure [out] of ZZZ1 and was level at 15,000 north out of ZZZ Approach airspace and Aircraft Y was a departure out of ZZZ to the west of Aircraft X climbing to 10,000.

I originally climbed Aircraft Y to 14,000 under Aircraft X and I was very busy with sectors combined and a lot of aircraft in the ZZZ area with a large map range. I observed that Aircraft Y was out in front of Aircraft X and climbed Aircraft Y with a turn on course to ZZZ2 to 17,000 due to other crossing traffic from the west. Aircraft Y was faster and wouldn't be an issue to climb. I continued to work the sector and noticed that the turn to ZZZ2 was [going to] bring the Aircraft together. I turned Aircraft X to zzz2 to help parallel the Aircraft and requested to Aircraft Y to report leaving 16,000 for standard separation. I believe I had 5 miles and 1,000 feet at the closest point.

Smaller scale map would have helped viewing the traffic.

## Synopsis

Center Controller reported that while working through COVID-19 Operations, they became very busy working combined sectors resulting in an airborne conflict.

ACN: 1739830

## Time / Day

Date : 202004

Local Time Of Day : 1801-2400

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Galley

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1739830

Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Passenger came back to aft galley and violated [COVID-19] social distancing to ask for another beer. Discontinue all onboard service and adopt policies to prevent passengers from placing flight attendants at risk of getting ill.

## Synopsis

Flight Attendant reported a passenger violated COVID-19 social distancing rules when approaching the galley mid-flight to ask for a beverage.

ACN: 1739795

## Time / Day

Date : 202004

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1739795

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Maintenance

Communication Breakdown.Party2 : Dispatch

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : MEL / CDL

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Ground Personnel

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Logbook Entry  
Primary Problem : Procedure

## Narrative: 1

Arrived at the aircraft and completed preflight items for a maintenance ferry flight from ZZZ to ZZZ1 for the purpose of parking Aircraft X in ZZZ1 for stowage due to COVID-19 economic downturn. During pre-flight I determined that there was not a current maintenance release form in the aircraft Logbook. I called maintenance on the radio and requested a new maintenance release. Maintenance said we did not need a maintenance release form because we were flying a maintenance ferry flight and we only needed a maintenance ferry document, which should be in the aircraft logbook. There was no maintenance ferry document in the aircraft logbook or in the flight plan paperwork.

I called Dispatch and requested a new maintenance release and was told all I needed was the maintenance ferry document. I told Dispatch that I did not have one anywhere on the aircraft and I needed him to send me one. The Dispatcher told me that he couldn't "cut & paste" the maintenance ferry document into ACARS, but that he could take a picture and send it to me on my phone. He sent me a picture of the maintenance ferry document and I looked it over.

I had never seen a maintenance ferry document and therefore had no idea if the Dispatcher had sent me the proper documentation. Per the flight plan, we were dispatched Part 91, and having been told by both the Maintenance and Dispatch that we had what we needed, we proceeded to operate the flight safely and on-time between ZZZ and ZZZ1.

It was only an hour after our arrival into ZZZ1 that we were contacted by the flight operations and were told that we had departed without the proper maintenance release form. I sent a picture of the maintenance ferry document from Dispatch and a copy of the flight plan and told her I would file a report. We were not the only flight to be dispatched improperly by Maintenance and Dispatch.

Later that evening we received a report, detailing what a correct maintenance ferry document should be. We performed due diligence in our attempt to obtain the proper maintenance release form. Maintenance and Dispatch let us down and company, by not having the correct and proper documentation available either in the cockpit or available on the ACARS printer.

## Synopsis

Air carrier Captain reported having to ferry a flight for storage due the COVID-19 pandemic without correct maintenance release documentation.

ACN: 1739663

## Time / Day

Date : 202004

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Cabin Activity : Safety Related Duties

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1739663

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

We should not be compromising safety and security policy onboard regarding sitting next to someone when in reality we have to work together anyways in a close environment regardless. If we have a problem with it, we shouldn't be coming to work. I am not afraid. Jumpseat assignments are for safety and should not be compromised to any other location because of comfort. Safety and security are number 1 concerns.

They are allowing the company to over staff flights above the established staffing guidelines that is providing an over staffing for no reason when it is completely not needed and that's the kind of concern I have. In addition, they are not providing hand sanitizer. Sometimes I can find them in the base, but we don't have them. Lysol for the counters don't do anything when you have nothing to clean the hands with and the small cut wipes in the kit are not good enough.

The increase [in] the amount of standbys is also not needed for May as it increased the amount of people sitting around in the airport until this blows over. Forcing us to all be on reserve promotes more problems than it solves.

Let me know if there is anything else I could provide as we work towards a solution.

## Synopsis

Flight Attendant reported they are not being provided with adequate cleaning supplies and sanitizers during the COVID-19 pandemic. Flight Attendant also expressed concern with the flight being overstaffed for no reason.



ACN: 1739613

## Time / Day

Date : 202004

## Place

Locale Reference.ATC Facility : ZZZ.TRACON  
State Reference : US  
Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : IMC  
Weather Elements / Visibility : Rain  
Weather Elements / Visibility : Cloudy

## Aircraft

Reference : X  
ATC / Advisory.TRACON : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Final Approach  
Airspace.Class D : ZZZ

## Person : 1

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Type : 161  
ASRS Report Number.Accession Number : 1739613  
Human Factors : Situational Awareness  
Human Factors : Training / Qualification

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Experience.Flight Crew.Last 90 Days : 19  
ASRS Report Number.Accession Number : 1739616  
Human Factors : Training / Qualification

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Unstabilized Approach  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Regained Aircraft Control  
Result.Flight Crew : FLC Overrode Automation  
Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Weather  
Primary Problem : Human Factors

## Narrative: 1

I am submitting this safety report to highlight a growing challenging environment with COVID-19 and related training and currency issues. On the flight I flew to ZZZ yesterday, I was paired with a new FO who is on an extension trying to consolidate and hasn't been flying as a reserve. He reportedly has been trying to get flying and has been unable. I also have not been flying much with reserve and "bunky" trips. My last "assignment" was a landing class in ZZZ1. For our trip yesterday, we were scheduled to fly ZZZ2-ZZZ-ZZZ2. Being new and having less than 100 hours, the FO couldn't takeoff or land in ZZZ2, so I decided that I'd fly to cruise, let the FO fly enroute and descent to ZZZ, and then reverse that returning so he could gather some experience. With ZZZ being a new airport for both of us, and with non-precision approaches in use, that wasn't my first choice (I had intended to fly into ZZZ), but I didn't want to take both legs and not give the FO an opportunity to fly. With the inexperience of the FO and both of our currency issues, my brief then included the request that we definitely watch one another and work together as a team. Our flight worked that way on departure and enroute, but then became somewhat challenging for both of us going into ZZZ. The weather was overcast in light rain and the RNAV approach to [Runway] XX was in use. Prior to descent, the FO conducted a thorough brief and reviewed/briefed the RNAV approach procedures from the Approach Briefing Guide. All then went well until we were vectored toward the final course just outside ZZZZZ fix, told to maintain 5,000 until established, and cleared for the approach. We were then very careful setting up everything for the rarely conducted RNAV approach per SOP. The problem however was that our vector by ATC was poor and we didn't intercept until just slightly outside ZZZZZ which is normally crossed at 4,300 feet. With a combination of being focused on the RNAV procedures, ATC communications (Controller realized at the last minute that his vector had been poor), and honestly some rustiness on my part, I didn't immediately recognize that we were high until we broke through the clouds just outside ZZZZZ and I saw the runway. The FO then immediately disconnected the autopilot in visual conditions, added additional drag and was able to salvage the approach to a safe landing. It worked out, but the approach and descent was obviously not as well conducted as either of us would have preferred.

## Narrative: 2

I was the Pilot Flying on an RNAV Approach to ZZZ Runway XX in IMC. While the approach and landing were successful, I am filing a report because of the general feeling of rustiness

and feeling more behind the jet than I was comfortable with. I am a reserve on this specific aircraft type fleet and have not flown much due to both my seniority/reserve status and the COVID-19 situation's impact on our operations.

For background, I...was able to pick up one trip in late last year, and then was on leave, which was not ideal, but unavoidable. Upon my return I was back to being a reserve when the COVID-19 pandemic began to reduce our flying.

Scheduling put me on another flight in order to extend my consolidation window by XX days. I had no warm up and had not flown since late last year. Although successful, I was not at the comfort level I would have liked in order to complete the flight.

## Synopsis

Air carrier flight crew reported conducting an unstable approach to a landing into an unfamiliar airport. The crew cited flying frequency as the main cause attributed to a reduction of flights during the COVID-19 pandemic.

ACN: 1739597

## Time / Day

Date : 202004

Local Time Of Day : 1201-1800

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 8.5

ASRS Report Number.Accession Number : 1739597

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Staffing

Primary Problem : Procedure

## Narrative: 1

Because of the COVID-19 situation we are trying to social distance. It was briefed that Operation managers would stay out of the areas from controllers as much as possible and controllers would not cover the CIC desk in order to limit the possibility of spreading the virus. Yesterday and today our OM has been roaming around the Control Room as if there is no direction to remain clear of the workforce. OM is also requiring the FLM to open sectors based on staffing not traffic needs. Both of these things I do not believe are good practice in order to prevent the spread of COVID-19. I also am under the understanding that this goes against the guidance of the agency and CDC.

I think management should be reminded that the purpose of this schedule is to minimize exposure of the workforce to potential illness.

## Synopsis

Center Controller reported management was not following COVID-19 related facility policy for social distancing.

ACN: 1739596

## Time / Day

Date : 202004

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft : 1

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

Route In Use : Vectors

Airspace.Class A : ZZZ

## Aircraft : 2

Reference : Y

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Aircraft : 3

Reference : Z

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute  
Qualification.Air Traffic Control : Fully Certified  
Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 5  
ASRS Report Number.Accession Number : 1739596  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Human Factors : Workload  
Human Factors : Human-Machine Interface  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Inflight Event / Encounter : Weather / Turbulence  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Contributing Factors / Situations : Staffing  
Contributing Factors / Situations : Weather  
Primary Problem : Ambiguous

## Narrative: 1

Weather over ZZZ and all of the arrivals were still coming in. ZZZ shut off the ZZZZZ arrival and all aircraft were being routed over the ZZZZZ1 arrival. Area 1 was getting saturated with holding, so I began to hold several aircraft. TMU (Traffic Management Unit) came by and said it should be no more than 15 minutes, the aircraft kept coming and Area 3 offered to hold one. The aircraft were complaining about the location of the hold, even though it was clear of weather it was far away from the only arrival gate that would be opened. They kept wanting to move closer. I held all aircraft at ZZZ VOR since it was a central point. TMU then came down and said they will take the aircraft 20 MIT [Miles In Trail]. As I started to line them up they came and said they will take them on vectors through the SW corner. So I was rerouting the first 3 aircraft and they were getting confused since it was a rapid change of plan. As I was advising the next aircraft, they called back and shut me off after the first 3. All of the aircraft were at or near the EFC (Expect Further Clearance) time and were all stepping on each other wanting to get a game plan. Some were on vectors for sequence some were still in the hold. I missed several point-outs to adjacent sectors because I only PVD [Plan View Display] the aircraft, and didn't specify what they were doing. The lack of communication between sectors, between TMU and ZZZ with a rapidly changing game plan was hard to follow. Luckily there wasn't a loss. I am working mids because of the COVID-19 pandemic. I haven't done a mid with ZZZ arrivals, and holding and weather reroutes in several years. Because of social distancing I didn't want to call for a D-side, and felt that once they told me the first time they were accepting arrivals I was good to go, but once they changed the plan, I needed some help quickly. Thankfully Area 3 was holding an aircraft, and separated several conflicts for me.

No recommendations. Its an unusual time, with unusual flow, unusual crews working traffic they are not used to. Luckily it all worked out "safely."

## Synopsis

Center Controller reported holding several aircraft due to weather at intended airport, interacting with TMU, lining aircraft up 20 MIT, then after the first three aircraft the Controller was told to hold remaining aircraft. Controller reported that due to the COVID-19 pandemic he did not call for D- Side help because of social distancing concerns.



ACN: 1739595

## Time / Day

Date : 202004

Local Time Of Day : 0001-0600

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

Experience.Flight Attendant.Total : 2

Experience.Flight Attendant.Airline Total : 2

Experience.Flight Attendant.Number Of Acft Qualified On : 3

ASRS Report Number.Accession Number : 1739595

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

I'm attending recurrent [on date] with a huge group of people, I know it's too late for me, however why do they think it's appropriate to gather a mass of highly susceptible people into the same tiny room for several hours, against government advisement, during a worldwide pandemic? My family is terrified I'm going to give them COVID-19 and I think its highly irresponsible and dangerous to continue operations as normal as if nothing is going on. The last thing I wanted to do is be in a room surrounded with other flight attendants that are exposed to the same thing I am on a daily basis. It's completely irresponsible and does nothing, but help spread the virus. I know we are considered "essential" but with everything going on things like this need to be adapted to provide social distancing and help prevent spreading the virus to other crew members and our passengers.

## Synopsis

Flight Attendant expressed concern that attending a scheduled recurrent training class with a group of flight attendants could increase the risk of spreading the COVID-19 virus to other crew members and passengers.

ACN: 1739577

## Time / Day

Date : 202004

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Reporter Organization : Air Carrier  
Function.Maintenance : Technician  
Qualification.Maintenance : Powerplant  
Qualification.Maintenance : Airframe  
ASRS Report Number.Accession Number : 1739577  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Maintenance  
Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Maintenance  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I was working on an aircraft located on the pad, Supervisor boarded the aircraft and instructed me, while standing in the entry way, that it was "okay" to remove the quarantined sticker on the door of Aircraft X and to board as needed, that it was "okay." These instruction were given with no documentation saying that the aircraft had sat for the required [time], and then deep cleaned, putting myself and others at risk of catching the COVID-19 virus.

Careful detailed records, documentation and logs generated are necessary to keep track of the condition of the aircraft and the safety of employees.

## Synopsis

Technician reported being told the aircraft was "okay" to board, but received no documentation stating the aircraft was properly sanitized.

ACN: 1739520

## Time / Day

Date : 202004

Local Time Of Day : 0001-0600

## Place

Locale Reference.ATC Facility : ZZZZ.ARTCC

State Reference : FO

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Component

Aircraft Component : Autopilot

Aircraft Reference : X

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1739520

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.Aircraft : Equipment Problem Dissipated

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Aircraft

## Narrative: 1

After departure from ZZZZ to ZZZZ1 it was discovered that the lights in the Captain's autopilot button on the MCP (Mode Control Panel) may have initially been operating intermittently. The light may not have illuminated upon initial press of the button, but shortly afterward came on and remained on for the duration of that flight and the

subsequent leg to ZZZZ2. The autopilot along with copilot side MCP autopilot switch/lights were verified operational. In light of recent changes to health screenings for COVID-19 in ZZZZ1 the flight crew came to a unanimous decision that since the malfunction had rectified itself and posed no further issues the malfunction would not be written up as a discrepancy at that time unless the problem persisted. This decision/action was likely a direct result of at least 1 crewmember's concerns about safety/security and the uncertainty of officials actions in ZZZZ1 during this COVID-19 pandemic.

The actions by the flight crew are a direct result of unprecedented times amidst the COVID-19 pandemic forcing crews to analyze safety in a new way and juggling decisions in an attempt to find a positive outcome.

Further actions could/should have been taken by the crew to at a minimum at least consult the DDG (Dispatch Deviations Guide) with regard to the lighting. After a post flight review of the DDG I am under the opinion that this item could be an MEL item allowed by flight crew deferral. Alternate actions could also have been an in flight phone conversations with Dispatch, Maintenance, etc., to work through any issues with regards to the aircraft and with regards to crewmember security concerns as a result of COVID-19. Safety should always remain paramount even during these unprecedented times.

## Synopsis

Air carrier First Officer reported the flight crew decided not to write up a minor in-flight equipment malfunction as a discrepancy, which might not be deferrable. The decision was due, in part, to the crew's uncertainty around recent changes in COVID-19 screening procedures at the destination airport.

ACN: 1739456

## Time / Day

Date : 202004

Local Time Of Day : 1801-2400

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1739456

Human Factors : Distraction

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Dispatch

Communication Breakdown.Party2 : Dispatch

Communication Breakdown.Party2 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

The callsign conflict was missed -- in my opinion -- as the result of two circumstances.

First, I am still working on developing a workflow. Although I do have significant Dispatch experience, my coming up to speed in systems familiarization still has me with a handicap in reviewing potential conflict.

Second, the workload for company employees as the result of significant cancellations, schedule adjustments, and non-scheduled flying as the direct result of the COVID-19 circumstances is requiring increased schedule activity. The resulting delays, reposition flights, extreme biohazard precautions within the offices and other company property...are all responsible for degrading the inherent stability otherwise found in well-established systems and in the best practice of dispatching. Communication -- while still required -- must be remote and minimized.

Corrective action: It is my opinion the only course of action which would have prevented this occurrence is tighter communication. I do believe that if the ATC coordinators, Dispatch coordinators, and dispatchers were free to openly and routinely communicate as enjoyed in the past (absent COVID-19), and the situation were moot, we likely would not have had a callsign conflict. When balanced against the risk of closer socialization and systems still in place with ATC as risk mitigation, I do not believe that corrective action is warranted at this time and the systems in place today consistent with best practices and in the good interest of public health, worked as best as they could have.

We were dispatching Flight ABC and received an ACARS from that aircraft notifying us that ATC had given them a new callsign -- Aircraft X "ABCE" -- as the result of a callsign conflict. An identically numbered flight, ABC, no additional E, which was being operated by different Dispatcher was late inbound due to equipment delays.

The callsign conflict was not apparent to us -- the dispatchers for this flight, nor was it recognized by the second flight's Dispatcher, ATC coordinators, or Dispatch coordinators. We acknowledged the new callsign, continued the flight as planned.

## Synopsis

Dispatcher reported a similar callsign issue and cancellations attributed in part to COVID-19 pandemic related work environment.

ACN: 1739384

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Ground : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Operating Under FAR Part : Part 121

Flight Phase : Taxi

## Person

Reference : 1

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Maintenance : Technician

ASRS Report Number.Accession Number : 1739384

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Human Factors : Situational Awareness

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Maintenance

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Ground Event / Encounter : Object

Detector.Person : Maintenance

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Ambiguous

## Narrative: 1



We were put in a rush situation to move 2 airplanes after lunch from ramp to hanger, per management for inspections. I was right seat for the taxi operation and called Ground Control confirming taxiway was active for us and was cleared to taxi on [taxiway]. After starting to taxi, we were stopped in a partial turn by ground and told to use [taxiway] to exit ramp instead of [taxiway] and needed to turn. We were already pulled out a little and turned to the opposite direction, so as we made a tight left turn to the correct direction and the right winglet impacted an object next to the taxiway in front of ramp.

Do to the extraordinary circumstances of the Coronavirus pandemic and the subsequent urgent grounding and parking of the majority of our airplanes, there was an urgent rush to evaluate and sanitize airplanes which involved relocating some airplanes after already parked on a cramped ramp in which we were given very limited information regarding the rules of the agreement made with FBO on movement of airplanes on their cramped ramp and taxiways. Also, game plan changes several times a day made it hard to stay focused on the current task when we were getting reassigned midway through tasks several times a day.

I would suggest to make higher up management do a briefing before starting on a complex task like we had because of the Coronavirus pandemic, don't ever get in a rush no matter the circumstances or management requests and always tow on and off of unfamiliar ramp areas.

## Synopsis

Maintenance Technician reported a collision with an object while taxiing aircraft for maintenance. The rush to ground planes due to the COVID-19 pandemic was referenced as a contributing factor.

ACN: 1739379

## Time / Day

Date : 202004

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1739379

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

Some days prior to reporting to work, I had read a company communication regarding the current COVID-19 pandemic, which referred to concerns about shared jumpseats as they affected our ability to practice social distancing. The company communication informed staff that they were currently reviewing all possible options for us to remove ourselves from adjoined jumpseats for our health and safety. As I reported to work I reread all more recent communications regarding the matter and could not find an update on the current

shared jumpseat policy. We have received an abnormal amount of daily communications purveying constant policy changes throughout the COVID-19 outbreak and I thought it was possible I just missed an update, so I asked the lead Flight Attendant if she had read what the company had decided on. The Lead Flight Attendant told me I was supposed to sit in the first row, passenger seat closest to my aircraft door, as if the jumpseat had been written up as inoperative. Under the impression that this was correct information given to me by a fellow crew member, I did not occupy my shared jumpseat during takeoff and landing, but rather the nearest passenger seat. Upon arrival to our layover hotel I reread all recent company communications yet again and found no such information on the matter. The following morning I reached out to several company and union representatives seeking accurate information on the policy, and found that this action had in fact, not yet been approved by the FAA.

All of this being said, I implore the FAA to please, please expedite a review of shared jumpseat policies as it pertains to the COVID-19 outbreak and CDC recommendations for social distancing. Our health and safety is on the line.

## Synopsis

Flight Attendant reported having difficulty clarifying the company's current policy on the use of shared jumpseats and social distancing. The Flight Attendant occupied a passenger seat during takeoff and landing, rather than the assigned jumpseat. After the flight, the Flight Attendant found that jumpseat policy changes had not been put in place.

ACN: 1739319

## Time / Day

Date : 202004

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1739319

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Staffing

Primary Problem : Company Policy

## Narrative: 1

It has been nearly a month without any Initial Operating Experience flights. I understand there is no requirement which defines the amount of time between completion of simulator training/operating experience, check-ride and starting (or completing OE). However, I am very concerned about my diminishing level of proficiency starting IOE.

Over the course of the last month (due to the COVID-19 crisis) the flight schedule has become so restrictive that the OE schedulers have been unable to execute many plans they have constructed for my flights and those of my classmates. I suspect the significant delays also extend to other classes waiting to complete IOE, as well as transitioning pilots needing to complete OE. LCA (Line Check Airman) availability has likely been further affected by other factors.

Beyond completion of OE, I expect the schedule restrictions will delay consolidation as well. Although an FAA extension to the consolidation timeline will put an administrative fix on that particular issue, it does nothing to assist with the retention of skills and knowledge.

## Synopsis

Air carrier First Officer expressed concern about the erosion of skills and knowledge while awaiting OE and consolidation flights. A restrictive flight schedule due to the COVID-19 pandemic was cited as contributing.

ACN: 1739228

## Time / Day

Date : 202004

## Place

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Personal

Make Model Name : Small Aircraft

Crew Size.Number Of Crew : 1

Operating Under FAR Part : Part 137

Flight Plan : None

Flight Phase : Parked

Flight Phase : Takeoff / Launch

Route In Use : None

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Personal

Function.Flight Crew : Single Pilot

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1739228

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Post flight self debrief, I did a log book check and realized that I had flown out of currency, last biennial flight review was more than 24 months. I immediately shut down my operational commitments until I was able to find a flight instructor to conduct a biennial

flight review. Due to current circumstances, I found it difficult to find an instructor willing to fly with me due to the COVID-19 pandemic. However, after several attempts I was able to find an instructor willing to give me a biennial currency ground school and flight.

I know it was a bone headed mistake and one that could have been avoided had I kept a calendar for myself with reminders and most importantly, during my slow time (winter) made sure that all my requirements were fulfilled prior to busy season and potentially miss out on work and fail to meet customer needs.

## Synopsis

GA pilot had difficulty finding a flight instructor during the COVID-19 pandemic to conduct a flight review.

ACN: 1739176

## Time / Day

Date : 202004

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 100

## Environment

Weather Elements / Visibility : Cloudy

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Landing

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1739176

Human Factors : Distraction

Human Factors : Human-Machine Interface

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Check Pilot

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1739182

## Events

Anomaly.Deviation - Speed : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy



Anomaly.Ground Event / Encounter : Other / Unknown  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Executed Go Around / Missed Approach

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

After getting the weather in ZZZ [we] decided to fly a CAT III to Runway XX thinking we might not see the runway on a CAT I. Weather was X00 overcast. We setup, briefed and flew the CAT III approach. The approach was uneventful. At about 100 feet the CA noted my sink rate was a bit high. I began to pull back on the yoke more at the same time adding some power which made the problem worse with such a light airplane. We made a bounced landing and I decided to make a go-around. As I added power we might have lightly touched again, but made a successful go-around and clean up. After clean up the CA decided to make the landing on XY.

## Narrative: 2

Approaching ZZZ, weather was X00 OVC X miles Visibility and a slight tailwind. We did do a landing data assessment. Weather was good to accomplish a CAT III landing. Airplane was very light due to approximately XX souls on board. FO flew [a] good approach. In the last 100 feet developed a higher sink rate. I told him to start pulling back on the yoke to break the descent. FO elected to add power at about 20 feet to break descent. This was a surprise to me. He added too much power for the circumstances. Due to the light weight the airplane accelerated forward, but still the main gear hit the runway firmly then immediately went airborne again. He pushed forward still trying to land the airplane but quickly realized a go-around was the correct thing to do so he initiated a go-around. During the go-around I believe the main gear kissed the runway again. I was in the process of taking the airplane, but he ended up doing a good go-around and I took the jet when we leveled off at 2,000 feet and I flew the rest of the flight and the landing to XY. The go-around was from XX.

I should have emphasized to FO not [to] rely solely on the flare cue. My hesitation in saying that the visibility was not great and he may find the flare cue helpful. I had no idea that he would increase the power to break the descent rate and since the jet was so light it reacted much more aggressively than he expected.

## Synopsis

Air carrier flight crew reported the aircraft had a bounced landing resulting in a go-around. The crew cited the handling and performance characteristics of the lightly loaded aircraft as a contributing factor.

ACN: 1738848

## Time / Day

Date : 202003

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1738848

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Ground Personnel

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

Several personnel present in the break room with Supervisor. Supervisor brought to [our] attention the decline in headset usage. Supervisor stated it was SOP. It was then brought to Supervisor's attention that we are in a state of emergency with the COVID-19 virus pandemic. It was then brought to Supervisor's attention that the microphone area was not able to be cleaned by a wipe. We questioned the alcohol content, and what the wipes kill. It was brought up the hearing lesson states you can wear either ear plugs, or the over-the-ears with cups. The headset lesson states that you should not wear ear plugs with the wireless headsets. There is no volume control with the wireless headsets, only noise cancelling - to which it doesn't do a great job. The wireless headsets are required to be worn during arrival and dispatch. To which at some point a changeover would be necessary which gives a break in hearing protection when switching between PPE [Personal Protection Equipment]. It was brought up [company safety rule] due to the headsets giving you a lack of peripheral vision, situational awareness, and a loud

amplification of outside noise. Also, as a pushback driver I've had to ask the flight deck numerous times on numerous occasions what they said over the radio to me as I could not hear what they were saying over the 2 wingwalkers. It was brought up that we only do a straight pushback in ZZZ. To the point on outside noise Supervisor stated that headsets numbered [3 headsets] had some hearing feature, but Supervisor did not know how to use it. I then asked if Supervisor had ever worn these headsets, and Supervisor stated "No." Supervisor then proceeded to walk away from the conversation on the shop floor.

## Synopsis

Ground employee reported problems associated with sharing headsets.

ACN: 1738713

## Time / Day

Date : 202003

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Last 90 Days : 90

Experience.Flight Crew.Type : 9753

ASRS Report Number.Accession Number : 1738713

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

The passengers were directed to sit in the first 10 rows thereby making social distancing impossible on a mostly empty flight. The Operations Agent could have worked the weight and balance more carefully and allowed the passengers to spread out evenly to provide appropriate social distance.

Operations Agents need to be directed to distribute bags and cargo to allow social distancing. Passengers [were] forced into close contact by weight and balance.

## Synopsis

Air carrier Captain reported that due to weight and balance needs, the Operations Agent directed passengers on a nearly empty flight to sit close together, violating social distancing requirements. The Captain suggested that weight and balance be reworked to allow appropriate spacing between passengers.

ACN: 1738687

## Time / Day

Date : 202003

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Relative Position.Angle.Radial : 216

Relative Position.Distance.Nautical Miles : 12

Altitude.MSL.Single Value : 2000

## Environment

Flight Conditions : VMC

Weather Elements / Visibility.Visibility : 10

Light : Dusk

Ceiling.Single Value : 5000

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Corporate

Make Model Name : Small Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Ferry / Re-Positioning

Nav In Use : FMS Or FMC

Flight Phase : Final Approach

Route In Use : Visual Approach

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 1350

Experience.Flight Crew.Last 90 Days : 100

Experience.Flight Crew.Type : 800

ASRS Report Number.Accession Number : 1738687

Human Factors : Situational Awareness

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck  
Reporter Organization : Corporate  
Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1738694  
Human Factors : Human-Machine Interface  
Human Factors : Other / Unknown

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Landing Without Clearance  
Anomaly.Ground Incursion : Runway  
Detector.Person : Flight Crew  
When Detected : Taxi  
Result.Flight Crew : Returned To Clearance  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Roughly 10-12 miles from Runway X, ZZZ Approach directed us to switch to the tower frequency after clearing us for a visual approach. The Pilot not Flying, my Captain, switched the pre-dialed in frequency for the Tower and called. I do not remember hearing a response as we continued our pre-landing checklist.

As Pilot Flying I was focusing on hand-flying the precision approach and responding to this pre-landing checklist. Due to the recent slowdown in flying, I felt it prudent that I hand-fly this precision approach to keep my skills up. All of my attention was on the flying.

In the past month I have flown less than 15 hours and then only very sporadically. The last day of flying prior to today was over two weeks ago and was with the same Captain.

The landing was uneventful and as we were exiting the runway, the Pilot Not Flying called "Clear of Runway X at taxiway." We did not hear a response. Pilot Not Flying tried again, and it was at this moment I realized that we were not on the correct Tower frequency and dialed in the correct frequency.

Pilot Not Flying had mistakenly dialed in ZZZ1 Tower Frequency instead of ZZZ Frequency. We realized that we had landed without a landing clearance. We promptly contacted the tower and admitted our mistake.

I believe the contributing factors in this event were lack of recent flying + landing at night after a long day and a long flight.

Corrective actions for this would be to pay closer attention to radio calls by Pilot Not Flying while acting as Pilot Flying and to ensure that we are given proper landing clearance before commencing landing. It is especially important to be extra vigilant when you are not as current as you are normally.

## Narrative: 2

We were switched over to ZZZ Tower, but I inadvertently switched to frequency, which is ZZZ1, one of our previous stops that day. I checked in, and did not immediately get a response, so I continued with the checklist.

We completed the checklist and did what we have done hundreds of times before landed. I called the tower to see if we could take Runway X for taxi, and of course, got no response. I called a second time, which was when my First Officer noticed that we were on the wrong frequency. We switched in, and the Tower asked us if we had heard them. We admitted our mistake and continued on.

The takeaway is you can't let even an important thing like the checklist distract you from completing all of the required tasks in front of you. A contributing factor is that this was my third flight in over a month because of a massive slowdown in activity due to the Coronavirus pandemic. Lesson 2 is you have to be especially vigilant when you aren't as current as you normally are.

## Synopsis

Flight crew reported landing without clearance due to fatigue and lack of recent flying assignments due to COVID-19-related decrease in flights.



ACN: 1738676

## Time / Day

Date : 202003

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

Function.Maintenance : Other / Unknown

ASRS Report Number.Accession Number : 1738676

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

There are no available safety masks for us to use. Respirators are unavailable as well.

There are no cleaning products available. Our stock has been sent to other stations leaving us with none and at stores, window employees are wearing respirators in front of their computer. Why is our health and safety not a concern? Yet the group is quick to point out vest or seatbelt infractions. These items should be readily available at all times. This needs to be resolved immediately.

## Synopsis

Reporter was concerned that there weren't safety masks or respirators available for use.

ACN: 1738653

## Time / Day

Date : 202003

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Door Area  
Cabin Activity : Safety Related Duties  
Cabin Activity : Boarding  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1738653  
Human Factors : Situational Awareness  
Human Factors : Communication Breakdown  
Human Factors : Troubleshooting  
Human Factors : Other / Unknown  
Human Factors : Time Pressure  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : Release Refused / Aircraft Not Accepted

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

During the boarding process we discovered that the Customer Service Bag containing gloves, masks and sanitary wipes was not boarded. Other gloves were not boarded elsewhere. We reported the item missing to the Captain who requested it, but approximately 6 minutes before door closing we were told that, per the inflight Supervisor on duty at the time we would have to go without these vitally important PPEs. We indicated that per the Captain, the door would not be closing until the items were received. After several more minutes, the bag arrived and after all was said and done, departed on time.

I am writing this report to bring this to the attention to all involved in the decision making process. This policy must be reviewed. Crews simply cannot be asked to depart without the essential PPE for a flight. Granted gloves can be found elsewhere in first aid kits, etc., but not enough for an entire crew for an entire flight. Given the extreme danger of COVID contamination, gloves must be changed frequently between delivery and pick up services.

## Synopsis

Flight crew member reported the bag containing protective gear for COVID-19 was not boarded on the aircraft, and that the on duty in-flight Supervisor directed the crew to depart without the bag.

ACN: 1738644

## Time / Day

Date : 202003

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

Operating Under FAR Part : Part 121

Flight Plan : IFR

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : Other / Unknown

ASRS Report Number.Accession Number : 1738644

Human Factors : Other / Unknown

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Dispatch

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

We are taught to accept no unnecessary risk. This report will likely not make it through the report meeting for some time, because the FAA representative is following this rule, as the FAA left the Training Center when social distancing became a directive. Flight Operations seems to be in a different world. Now, we are sending thousands of pilots out on multi-day trips with no N95 masks, no industrial disinfectant and no way to social distance on vans or in the cockpit.

Hotel rooms are not in any way guaranteed to be safe. Just yesterday, there were many pilots that had to be contacted because they had been in proximity to a known positive crew member. Company is not following SAFO 20003 procedure, which [recommends] crews to take daily temperatures. Why not? No reason given, we just don't follow it. We

are not providing disinfectants. Why not? Because "Supply Chain" can't get them. What if our fuel truck couldn't get enough gas for our minimum fuel?

Would we still operate? Since Crews can't social distance, they certainly need N95 masks and training on how to effectively use them; but we aren't providing the masks. We are accepting unnecessary risk and I worry very much that this is going to lead to a death, or deaths that could have been prevented by following our own internal guidance.

## Synopsis

Flight crew member reported the company was sending crews out during pandemic without proper safety equipment.

ACN: 1738582

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZZ.Tower

State Reference : FO

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZZ

Aircraft Operator : Fractional

Make Model Name : Light Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Flight Phase : Taxi

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1738582

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Troubleshooting

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument  
ASRS Report Number.Accession Number : 1738583  
Human Factors : Troubleshooting  
Human Factors : Distraction  
Human Factors : Confusion  
Human Factors : Communication Breakdown  
Human Factors : Situational Awareness  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Ground Incursion : Taxiway  
Anomaly.Ground Incursion : Runway  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

On the flight from ZZZZ to ZZZ, I picked up the clearance on ground and we were ready early. Passengers were early and after loading and starting, we couldn't contact anyone on Ground, Tower or Departure frequencies!  
Aircraft Y told us the Tower just closed. We switched to update the ATIS and sure enough Info Q said the Tower was shut down due to staffing issues.  
We talked with Aircraft Y landing on Runway X, he gave us the frequency for ZZZZ Center, while we self broadcast on Tower frequency that we were taxiing to Runway Y.  
Prior to takeoff, we again tried Ground, Tower and Departure frequencies! No answer!  
After Aircraft Y landed and cleared all runways, we broadcast in the blind on frequency and departed.

Once airborne, we tried to contact Departure on frequency. No luck. We were VMC and maintained that until establishing contact with ZZZZ Center. After radio and radar contact was established, we were cleared to FL230. After about 30 miles, ZZZZ Center told us ZZZZ Tower called and reported we had an Unauthorized Departure!

We tried again to contact them on the assigned frequency, No luck.  
We continued to ZZZ with normal radio contact the whole way.

Unusual circumstances with the virus affecting operations. Tower shutdown after giving us our IFR clearance. There were only two airplanes flying at that time. Very strange circumstance.

## Narrative: 2

On the flight from ZZZZ to ZZZ, The Captain picked up the clearance on the ground. When the passengers arrived early and after loading and starting, we couldn't contact anyone on Ground, Tower or Departure frequencies!

An inbound Aircraft Y told us the Tower just closed to listen to the current ATIS. We switched to update the ATIS and sure enough Info Q said the Tower was shut down due to staffing issues.

We talked with the Aircraft Y landing on Runway X on Tower frequency to coordinate his arrival with our departure on Runway Y, the Aircraft Y pilot also gave us the ZZZZ Center frequencies if we were headed towards ZZZZ. While we also self broadcast on Tower frequency that we were taxiing to Runway Y. At no time did anyone from the Tower intervene on frequency that we were using. The airport was technically at that point a uncontrolled field and we acted appropriately with proper radio calls and coordination with the inbound aircraft.

Prior to takeoff, we again tried ground frequency, tower frequency and departure frequencies with No answer.

After the Aircraft Y landed and called clear of runways we broadcast on Tower frequency and departed Runway Y. We made a right turn out over the island to avoid [Prohibited Area] and proceeded North.

Once airborne, we tried to contact Departure on frequency. We were VMC and maintained that until establishing contact with ZZZZ Center. After radio and radar contact was established, we were cleared to FL230.

After about 30 miles, ZZZZ Center told us ZZZZ Tower called and reported we had an Unauthorized Departure!

We tried again to contact them on their departure frequency, with No reply. We listened to the ATIS again and at XA: 55z it was broadcasting the XB: 00z ATIS with no mention of Tower closure. We continued to ZZZ with normal radio contact the whole way.

## Synopsis

Pilots reported departing without clearance in what they thought was an uncontrolled airport resulting in runway incursion and airspace violations.



ACN: 1738571

## Time / Day

Date : 202003

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1738571

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Ground Personnel

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

While working our flight outbound we were instructed to put the headsets on. First of all, we are in a pandemic situation across the world. Secondly these headsets are not being sanitized after all flights. Dirty and transferring germs to everyone wearing them. Why are we still wearing these headsets when we can be wearing our own personal headsets or hearing protection? It makes no sense why we are contaminating our own work group. I can see the pushback driver using the headset to communicate with the pilots but for wing walkers to be using this is unsafe. There are limited supplies for cleaning and yet we are being told to wear this. What happens when its hot? Still wear them during this pandemic?

## Synopsis

Air carrier ramp agent reported being uncomfortable with a company procedure requiring wearing shared headsets amidst the COVID-19 pandemic.

ACN: 1738544

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : No Aircraft

Flight Phase.Other

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

ASRS Report Number.Accession Number : 1738544

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I [am] concerned about the lack of communication from the company regarding the cause of the closure of ZZZ. While a message was published that the facility was due to close for X days for deep cleaning, there was no mention of the reason for this closure. It is now my understanding that there are multiple personnel who have tested positive for COVID-19. It is concerning to me that the company is not following their established protocol as outlined in X communication where it was stated [they would] also reach out and quickly contact any other employees who may have come into close contact with the person who is suspected of having COVID-19. It seems to me that anyone who has been in the facility in

the past week should be advised whether or not they were in close proximity to one of the affected individuals. I also find a lack of transparency in the company announcement that communicated the temporary closure of the [site] which made no mention of the trigger for the closure.

## Synopsis

Pilot was concerned why a site was temporarily closed for cleaning and what caused the closure.

ACN: 1738454

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Cabin Activity : Safety Related Duties

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1738454

Human Factors : Distraction

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Flight Attendant told us as we entered plane that she was informed her best friend was COVID-19 positive and that they had been together recently. She then stated she was having some symptoms and was thinking of getting off flight on day 3. I performed my safety duties and sat in seat X for takeoff and landing so I was more than 2 inches away from her on the jumpseat. This was for my safety. We performed monitor and challenge on takeoff and landing. I felt the need for social distance to protect myself and my family from a virus that can cause fatalities.

We should all be tested. For this virus. At minimum our temperatures should be checked daily. There should be no penalty for calling off. Maybe on planes that require flight attendants to share a jumpseat it would be prudent to move one of them to a seat by the exit like I chose to do.

## Synopsis

Flight Attendant reported that a crewmember had possibly been exposed to COVID-19. For social distancing purposes, Flight Attendant sat in a cabin seat for takeoff and landing.

ACN: 1738408

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Takeoff / Launch

Route In Use : Direct

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Commercial

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Private

Experience.Flight Crew.Total : 2399

Experience.Flight Crew.Last 90 Days : 126

Experience.Flight Crew.Type : 2399

ASRS Report Number.Accession Number : 1738408

Human Factors : Communication Breakdown

Human Factors : Time Pressure

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

Communication Breakdown.Party2 : Flight Crew

## Person : 2

Reference : 2  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Pilot Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Instrument  
Experience.Flight Crew.Total : 7841  
Experience.Flight Crew.Last 90 Days : 109  
Experience.Flight Crew.Type : 7841  
ASRS Report Number.Accession Number : 1738413  
Human Factors : Communication Breakdown  
Human Factors : Time Pressure  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Flight Crew  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.Airspace Violation : All Types  
Anomaly.ATC Issue : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

Scheduled flight from ZZZ to ZZZ1. Tower was closed for operations due to COVID-19. We both followed procedures for closed Tower, by making calls in the blind and contacting ZZZ TRACON for clearance and for departure time/permission There were multiple scheduled pushbacks at XA:45. The Captain briefed pushing back a few minutes early if possible to help alleviate congestion in a non-tower environment. We pushed and taxied to the hold short and called TRACON we were ready for departure. TRACON released us. I asked TRACON to clarify we were cleared to takeoff and they replied yes we were. We took off and departed uneventful following noise abatement procedure. After airborne, we discussed that we had departed several minutes before XB:00. ZZZ 10-7 page states no departures XP:00-XB:00L. After obtaining release from TRACON and verifying we were cleared to takeoff from ZZZ we realized that we had taken off several minutes prior to XB:00 once we were airborne. Other aircraft from another airline also took off before XB:00.

## Narrative: 2

[Report narrative contained no additional information.]



## Synopsis

Air carrier flight crew reported the ATC Tower changed hours of operation and was closed due to COVID-19, resulting in a takeoff before curfew ended.

ACN: 1738406

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Experience.Flight Crew.Total : 4102.00

Experience.Flight Crew.Last 90 Days : 110.58

Experience.Flight Crew.Type : 1711.93

ASRS Report Number.Accession Number : 1738406

Human Factors : Confusion

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Upon arrival in ZZZ all crew underwent temperature screening. We stood within a foot of the deplaning passengers in lines trying to get off (first problem).

People taking our temperature ran thermometer all across our forehead and barely wiping

thermometer with tiny wipe between temperature takings. They used the same (!! ) tiny square of wipe to wipe it down between screenings until we complained. They then brought a new tiny disinfectant square to wipe thermometer with.

Issues:

- 1). No social distancing between passengers and crew upon deplaning.
- 2) Thermometer was not disinfected between screenings basically rubbing the other guys' forehead germs onto the next.
- 3) Do these infrared thermometers require physical contact with skin even? It appears the screeners have not been trained properly endangering our health.

## Synopsis

Air carrier First Officer reported issues with COVID-19 screening procedures after a flight.

ACN: 1738354

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft

Reference : X

Make Model Name : Small Aircraft, Low Wing, 1 Eng, Retractable Gear

Crew Size.Number Of Crew : 1

Flight Plan : IFR

Mission : Passenger

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

ASRS Report Number.Accession Number : 1738354

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

I received a request for flight at XA:30 in the afternoon. It was a coronavirus patient going out of ZZZ to ZZZ1. The PPE equipment that was provided by the company does not fit my face therefore it leaks and fails a fit test and also allows steam from my breath to fog my

glasses so I cannot see. This is a safety a flight issue. We have received fit test for a 3M 1860 mask it is approved for us to fly, these masks are no longer available and we do not have any replacements that will pass a fit test. 2 other pilots are in the same situation at the base. I declined the flight for lack of proper PPE and safety of flight. I was called by Person X from [department X] to find out about our mask situation. I told Person X we were only cleared with the 1860 mask for flight operations. Person X said she would find us some and asked if management was aware we had a base meeting last [weekday] and at that meeting we told management that we did not have a replacement mask for the 1860 units. They said they would get us some and we haven't seen any replacement masks. I was called by Person Y and he told me that he had sent a message saying that company's guidelines and CDC was a paper mask will use in place of the N95 respirator. These other masks do not fit my face and my glasses fog up so I cannot see. This to me is a safety of flight issue. Person Y said I could call the Dispatch, so I placed a call. Dispatch told me that other pilots had glasses and were able to use the other masks to perform their duties and if I could not perform those duties with the supplied masks, he was not going to pay me to sit around the office and not fly. I was to do the job and if not I didn't need to be on company's payroll.

Get the pilots proper PPE that fits so we are safe to do our job!

## Synopsis

Pilot reported the company provided face masks do not fit the reporter's face, causing fogging of glasses.

ACN: 1738292

## Time / Day

Date : 202003

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Flight Conditions : VMC

Light : Dusk

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Initial Approach

Route In Use : Direct

Airspace.Class B : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1738292

Human Factors : Communication Breakdown

Human Factors : Other / Unknown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
Qualification.Flight Crew : Commercial  
ASRS Report Number.Accession Number : 1738293  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

With the COVID-19 threat, the airspace was very empty and we were being vectored to an ILS in ZZZ in VMC. I was the Captain Pilot Monitoring and we discussed the option of a visual approach while being vectored on final because of the extremely low flight density. In anticipation of the handoff to ZZZ Tower, I tuned the #1 radio to XXY.Z and accidentally set that as the active radio frequency prior to receiving a final vector and approach clearance from ATC. The radio chatter was so light that I never realized I had gotten ahead of myself by activating this frequency. We flew east over ZZZ1 and I began to feel it was strange we were not being vectored when ATC called us on XAX.B. I immediately switched back to XAY.BB (approach, and we received a vector and clearance to get back on the approach). We made a steeper than normal turn (about 40 degrees) to get back due to ATC's request we were expeditious. We became stabilized for the rest of the approach.

Loss of usual busy ATC talking cues due to COVID-19 event. Fixation on potential visual approach. Errors: Changed frequency to Tower prior to receiving vectors and clearance for approach. Missed ATC instructions which caused us to overshoot our turn to final.

Company procedure is sufficient. I personally need to maintain my vigilance, especially when in abnormal airspace situation such as that created by the COVID-19 outbreak.

## Narrative: 2

I was pilot flying and the Captain was pilot monitoring. We were on approach and the Captain changed to Tower frequency too early and we missed our vector. We were given a new heading and landed without issue.

Captain changed frequency early.

## Synopsis

Air carrier flight crew reported an erroneous frequency change that resulted in a track heading deviation.



ACN: 1738277

## Time / Day

Date : 202003

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

Function.Ground Personnel : Gate Agent / CSR

Function.Ground Personnel : Airport Personnel

ASRS Report Number.Accession Number : 1738277

Human Factors : Confusion

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Multiple employees are being notified by management that they have been exposed to a coworker(s) that have tested positive for COVID-19. They are not being recommended to self quarantine, and allowed to continue to work and potentially spread the virus. One known exposure incident, the employee was permitted to continue to work and then began to experience symptoms 2 days later.

## Synopsis

Ground personnel reported that persons exposed to COVID-19 were allowed to continue to work.

ACN: 1738151

## Time / Day

Date : 202003

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1738151

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

We need antiseptic spray, wipes and gels so we can clean our work area and equipment. Also they are shutting down work areas in product sort and combining all of us together, how are we supposed to follow social distancing?

## Synopsis

Ground employee reported concern over his employer's Coronavirus related procedures.

ACN: 1738150

## Time / Day

Date : 202003

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Ground Personnel : Other / Unknown

ASRS Report Number.Accession Number : 1738150

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

I arrived for work a few minutes before my shift began. I had been assigned a desk by someone from midnight shift. I'm not sure if the assignments were done by a Lead or Shift Manager. I was assigned [a] desk, which is next to [another] desk. I did not measure the distance between the Load Planner and my position. I expect it is about 6 feet, probably not any less. The Lead was assigned [a desk] with a similar separation of about 6 feet. The other 5 Load Planners working this morning had at least double the distance between them as the 2 Load Planner and the Lead at these 3 desks.

The 3 of us were not happy with this arrangement. After loud complaining by several load planners for several minutes and my demanding that someone be moved, the Lead decided I could move to [a] desk which is across the aisle in the middle of 5 desks that were planned to be empty. This gave ample separation between the Load Planner and me.

I don't know why this requires loud complaining. The midnight Shift Manager and/or Lead don't want to provide any flexibility in this matter, as this is at least the second day in a row with similar desk assignments with needlessly reduced social distancing. I understand

there may be problems with how the phone calls "roll" between the desks or how the teams are assigned. These issues don't seem that important at this time as our workload is very reduced due to the reduced flight schedule. These issues need to be fixed to provide a safer, cleaner work environment.

## Synopsis

Load Planner expressed concern about Coronavirus related company procedures that resulted in personnel being seated too close to one another.

ACN: 1738146

## Time / Day

Date : 202003

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1738146

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Ground Personnel

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

We are not provided with proper sanitary equipment. No sprays or wipes, they give us 2 sanitary wipes for tractor work area equipment and also they are talking about consolidating piers putting people closer to each other.

## Synopsis

Ramp employee expressed concern about Coronavirus related company procedures.

ACN: 1738143

## Time / Day

Date : 202003

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 13000

Experience.Flight Crew.Last 90 Days : 60

Experience.Flight Crew.Type : 6600

ASRS Report Number.Accession Number : 1738143

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

First let me say that I'm proud and humbled to be a part of the [Company] flight training center family. I take pride in being the best I can be every day.

That being said, I am disappointed with how the COVID-19 crisis is being handled. As citizens, we are being told to maintain a minimum of six feet from others as a "social distancing" measure, to wash our hands frequently and to use hand sanitizer and bleach wipes. I have [been] in the simulator for six of the past 11 days, and have seen exactly one bottle of hand sanitizer in the building (which was gone last night) and one three-quarters empty bottle of bleach solution next to a nearly-empty box of paper towels. Each simulator (mostly) has a ZipLoc baggie with a few supposedly sanitizing wipes on the computer desk outside the sim. Oh, and a handful on the inside of each restroom door reminding us to wash our hands and not come to work if we are sick. That's it folks. We are better than this.

Meanwhile, we have pilots cycling through the building(s) who have traveled to all parts of the globe in the past days, weeks and months and who have a very high probability of potential exposure to COVID-19, who have not been tested or quarantined prior to entering the building. In addition to this, these pilots are now quarantined together in a tightly-enclosed simulator for 4 hours at a time. Last night I saw an instructor wearing latex gloves, because he is concerned. We have a perfect breeding ground for transmitting and spreading this deadly virus, yet the attitude I've seen as an operator for the past two weeks has been fairly cavalier.

I could go on, but I think you've got the picture.

I don't want to be an alarmist, or simply point out the problem without offering a potential solution. I'd like to suggest that as an airline, we petition the FAA to allow us to have a 3 month extension on all training events (12 months vs 9). This would allow us to close the [training center] for two weeks for a hospital-quality deep cleaning, and allow us to stock up on sanitizer and protective equipment before going back to work.

As a nation we are being told to quarantine at home and to limit social exposure, yet we at the [training center] are apparently so "essential" that we are exempt from this quarantine.

I'm blessed to be healthy at the moment, and I will continue to work as long as I am, but how long will it take for this virus to spread to me and my colleagues until we no longer have the staff to operate?

## Synopsis

Air carrier First Officer reported the company training center and simulators could benefit from more sanitation and cleaning supplies for staff and trainees in order to support a safe training environment. The crew member suggested that the company pursue FAA approval to extend training events deadlines in order to have time to deep clean the training facility.

ACN: 1738069

## Time / Day

Date : 202003

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
ATC / Advisory.Tower : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Safety Related Duties  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1738069  
Human Factors : Distraction

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

I realized I didn't have my apron, which contained my EFB, while on the van, heading to our overnight. Because of our service procedures changing on an almost daily basis, during this chaotic time, my routine was disrupted and I inadvertently left it on our previous airplane. I knew we weren't going to be serving on our flight so I didn't get my apron out and stow it like I normally would, therefore I didn't realize it was missing until I was getting my van tip out of my bag.

## Synopsis



Flight Attendant stated preoccupation with COVID-19 concerns resulted in forgetting to bring the EFB to work.

ACN: 1738049

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 20000

## Environment

Flight Conditions : VMC

Light : Dusk

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Climb

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

ASRS Report Number.Accession Number : 1738049

Human Factors : Situational Awareness

Human Factors : Workload

Human Factors : Distraction

## Person : 2

Reference : 2

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1.5

ASRS Report Number.Accession Number : 1736014

Human Factors : Situational Awareness

Human Factors : Human-Machine Interface  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Person : 3

Reference : 3  
Location Of Person.Facility : ZZZ.ARTCC  
Reporter Organization : Government  
Function.Air Traffic Control : Trainee  
ASRS Report Number.Accession Number : 1736012  
Human Factors : Situational Awareness  
Human Factors : Human-Machine Interface  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Conflict : Airborne Conflict  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

This flight did happen some time ago so I do apologize if the story has a few holes in it. We were on a flight climbing out to go to our destination. The flight was relatively uneventful. It was a gorgeous VFR day. I don't remember about the initial altitudes that center gave us but I do remember leveling off a few times before the RA event happened. We were over Lake X when the RA happened. ZZZ Center was busier than ever, I do remember the radios being very congested during the climb out. I think finally after a couple minutes we got to climb again, we received Clearance to go to flight level 200, or 20,000 feet. I think the Controller even asked us to verify 20,000 feet. We read it back to him correctly and we continued the climb. I was the Captain and pilot not flying. I was watching my First Officer fly the leg, and in fact doing a great job. I did notice a target on our TCAS. It was another aircraft. I think if I remember right ATC even pointed him out to us, we had contact. ATC said roger. As the target got closer, it turned into a RA, a resolution advisory. My first officer took manual control of the airplane, and proceeded to do the maneuver. We did eventually level off at 20,000 feet as we followed our RA. I think what actually happened since we were very light loaded and had a very high climb rate that the two planes thought we were going to collide, it is actually very common in the [type] jets. Yes we were leveling off but the rate of climb in our plane was abnormally high because we were light on fuel and passengers because of the COVID-19 outbreak. So that triggered the RA to go off. That's why the monitor vertical speed was given and not actually a climb or decent was given to us from the system. There was a report of an altitude deviation of which in my professional opinion [I] doubt happened. Our altimeters

were off but were still well within the 200 feet tolerance for RVSM flights. We did concur with air traffic control 2 times the needed altitude with correct responses. After the level off at 20,000 feet. We told ATC we were cleared of conflict. After word he asked us for assigned altitudes that was given to us and we said 20,000 feet. After the RA, we were cleared to 25,000 feet.

Cause of the event is that the rate of climb in our plane and rate of climb of the opposing plane was very high. Causing the computer to think that there was going to be a collision, but in fact since we were leveling off at 20,000 feet which meant there was never a threat. It happens to aircraft going in and out of ZZZ all the time, you will get a RA chirp, or an actual RA when you turn base to final or on the last segments on a arrival because of the departures. Another factor could be that all three altimeters are not going to be perfect, like a simulated flight in a sim. Yes, they are off but there still well within the tolerance needed for a safe flight. Second, it's a busy airspace. ATC needs to better manage their airspace, hire more people or something. Because time and time again they give wrong clearances to the wrong aircraft.

Better planning by air traffic control and by pilots alike. Safety is paramount in these days of aviation, now more than ever. Verifying altitudes, speeds and headings are an absolute must because technology obviously has its flaws. Technology does not replace actual pilots and their flying skills.

## Narrative: 2

Aircraft X was departing from ZZZ going to ZZZ1. I was step climbing the aircraft up underneath Aircraft Y, which was a departure off of ZZZ2 to ZZZ3. After I had observed Aircraft Y leaving FL200 I climbed Aircraft X to FL200 and cleared them direct to a fix in the same clearance. I was sure to emphasize FL200 in my clearance and I observed them respond with 200 as well. My D-sider at the time was doing coordination with another sector so I do not believe they heard the clearance and read-back.

At the time, we were figuring out (with the D-side position who was training) what to do with an aircraft at 120 going over Lake X and how to miss approach airspace. While the volume of traffic was not high, the complexity of us figuring out what to do with the low and slow aircraft did take up a good amount of our attention.

As Aircraft X made the turn to ZZZZZ and climbed to FL200 I told myself to make sure to call traffic with the Aircraft Y because they would be close. However as we decided what to do with the other aircraft, I failed to call the traffic for the Aircraft X and Aircraft Y. After telling the slow aircraft what our plan was, Aircraft X immediately checked in saying they were responding to an RA and were leveling at FL200. I immediately called the traffic for both AC involved. The Aircraft Y did not get an RA. The Conflict Alert did not go off, but we observed the Aircraft X go to FL201 and then back down to FL200 in the next hit. Aircraft Y was level at FL210 the whole time.

When I asked Aircraft X what altitude was assigned to them, they replied FL250. However, when I looked back at the tapes, to me, FL200 was clearly assigned and read back by Aircraft X.

This probably could have been avoided if I had called the traffic for the Aircraft X ahead of time and just made sure they were climbing to FL200. Another issue is I gave a climb clearance and a direct to fix in the same clearance. Though I was clear, this has the potential to lead to issues, which obviously in this case it did. Going forward, making

ABSOLUTELY certain the aircraft has the right altitude in a situation like this is the solution.

### Narrative: 3

Aircraft X departed ZZZ to ZZZ1 climbing to 10,000 MSL on a 340 heading. The traffic for this aircraft was Aircraft Y, a departure from ZZZ2 to ZZZ3 climbing to FL210. When Aircraft X checked on the Radar Controller left the aircraft on the 340 heading and step climbed the aircraft under Aircraft Y. When Aircraft Y reached FL210 the Radar Controller issued Aircraft X a climb to FL200. The pilot read back the climb to FL200 clearly and correctly, and the data block was updated accordingly. As soon as I was on the landline coordinating at the time the altitude was issued and read back. While Aircraft X was climbing my Radar Controller and myself were working on a plan for a slow moving single engine westbound aircraft. This aircraft was trying to avoid flying over the lake and also trying to avoid taking a significant reroute to the southwest to avoid TRACON airspace. While we were formulating a plan and coordinating with the Southeast area, Aircraft X reported that they were leveling at FL200 due to an RA, the datablock indicated they were at FL201 with FL200 in the interim altitude. At this point the Radar Controller issued traffic to both aircraft. Aircraft Y did not report that they were responding to an RA and their datablock did not show a climb or descend.

If we were not so distracted with the slow moving westbound aircraft, I believe the Radar Controller would have issued traffic to both aircraft. If traffic was issued, I am sure the altitude deviation would not have occurred.

### Synopsis

Pilot and Controllers reported an altitude overshoot that caused an airborne conflict.

ACN: 1738047

## Time / Day

Date : 202003

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1738047

Human Factors : Communication Breakdown

Human Factors : Confusion

Human Factors : Workload

Human Factors : Time Pressure

Communication Breakdown.Party1 : Dispatch

Communication Breakdown.Party2 : ATC

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Dispatch

When Detected : Aircraft In Service At Gate

Result.General : Flight Cancelled / Delayed

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Airport

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Ambiguous

## Narrative: 1

At turn over Aircraft X had ZZZZ listed as their southern ETOPS alternate. Was advised that flight was released with ZZZ and ZZZZ as their ETOPS alternate and ZZZZ has a NOTAM that states ZZZZ is not available as an alternate.

[Dispatcher] called and spoke with the tower and was not given a clear answer if we can use ZZZZ as an emergency airport. After taking over the flight told crew not to depart until I was able to correct ETOPS alternate. Was able to send all weather and numbers to crew and changed ETOPS alternate to ZZZ. Flight departed 10 mins late.

During planning of flight, ZZZZ NOTAM said it was not to be used as an alternate due to covid-19. Since an ETOPS alternate is an emergency situation I felt it was appropriate to use. the other airport ZZZZ1 had it runway closed during the ETOPS window. And the other airport ZZZ1 I felt had erratic weather observations, so I felt ZZZZ was the best choice. I called the tower to discuss using them as an airport in case of an inflight emergency. The tower controller passed me on to the manager. When I talked to him I got a vague response that an IFE would be ok to use ZZZZ as an alternate. After the fact other Ground Operations Control personnel had phone conversations with ZZZZ, whereas ZZZZ could not be used as an ETOPS alternate. After shift turn over Dispatcher had to change the ETOPS alternate.

## Synopsis

Dispatcher reported prior to flight departure, a required alternate airport was NOTAMed unavailable due to COVID-19.

ACN: 1738026

## Time / Day

Date : 202003

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 11000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Large Transport

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class E : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Air Transport Pilot (ATP)

Experience.Flight Crew.Total : 22300

ASRS Report Number.Accession Number : 1738026

Human Factors : Situational Awareness

## Events

Anomaly.Conflict : Airborne Conflict

Detector.Automation : Aircraft RA

When Detected : In-flight

Result.Flight Crew : Took Evasive Action

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1



About 7 miles prior to ZZZZZ Intersection on the RNAV arrival while level at 11,000 feet and slowing to 220 knots we were issued a traffic callout by Approach. They said we had company traffic at our 10 o'clock climbing out of 7,000 feet for 10,000 feet. We reported him in sight. We got one "Traffic" TA on TCAS, followed shortly by a "Climb" RA. My FO (First Officer) immediately disconnected the autopilot and initiated the climb. Passing through approximately 11,400 feet the TCAS reported clear of conflict. I advised ATC of the RA and our climb. (I don't believe that loss of separation occurred). Once clear, ATC gave us descent clearance, and a frequency change.

[This] was early enough in the Coronavirus days that we were still getting used to flying nearly empty airplanes. Open climb with 20 passengers in an empty Large Transport could well give a 4,000 FPM rate of climb approaching 10,000 feet. I myself have been using Vertical Speed in the last 2,000 prior to level off at 10,000 feet to avoid excessive rates of climb. Apparently, the pilot of the other aircraft did not use the same technique. TCAS had no idea he was still planning on leveling at 10,000 feet, and issued us an RA.

I've been briefing my FO's on using Vertical Speed to alleviate excessive closure rates. I think that other pilots must be figuring it out and doing the same. I think it was self correcting as I haven't heard of others having the same experience as we did.

## Synopsis

Air carrier Captain reported receiving a TCAS RA related to an abnormally high climb rate associated with very lightly loaded aircraft because of the COVID-19 pandemic.

ACN: 1737991

## Time / Day

Date : 202003

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1737991

Human Factors : Situational Awareness

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

Working to close, we are given 2 antiseptic wipes for equipment, no wipes for work areas, ready rooms. In product sort instead of spreading people out, they are putting everybody together in a section. If anyone contracts virus it's very possible to spread.

## Synopsis

Ramp agent reported working too close to others and not having sufficient antiseptic wipes.

ACN: 1737827

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Qualification.Other

ASRS Report Number.Accession Number : 1737827

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Company Policy

## Narrative: 1

I'd like clarification and to highlight potential violation of FOM XX.X.X Unacceptable passengers. It's seems without doing any type of screening of passengers prior to boarding we are certainly transporting passengers who are positive for the Coronavirus. Our manual states that we will not transport passengers who have a contagious disease. Our continued operation without a procedure to screen potentially positive passengers seems to disregard our own policy.

## Synopsis

Pilot reported concerns with carrying passengers who were COVID-19 positive.

ACN: 1737824

## Time / Day

Date : 202003

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 11000

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 12

ASRS Report Number.Accession Number : 1737824

Human Factors : Distraction

Human Factors : Workload

Human Factors : Confusion

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Issued New Clearance

Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Airspace Structure

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

Aircraft X going to ZZZ was at 110 10 miles west of ZZZ1. We need to miss Area X sectors because they are closed because of coronavirus. ZZZ approach wants them at 110 and they will miss airspace. I had another aircraft 7 miles in front of Aircraft X they took down. I called them with handoff because they weren't taking it. Controller claims I was flashing at wrong sector but we only flash to X. I then asked for lower, Controller said unable and to switch the aircraft. Aircraft X came back after 30 seconds and I switched again but they violated Sector X because we aren't allowed to get lower. ZZZ approach idea that they will descend doesn't ensure anything. Dumb procedure for this unusual time.

## Synopsis

Center Controller reported unusual traffic flows due to COVID-19 and its effect on the normal workload.

ACN: 1737774

## Time / Day

Date : 202003

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Final Approach

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1737774

Human Factors : Distraction

Human Factors : Other / Unknown

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Human Factors

## Narrative: 1

Warning strap on R1 door still armed after L1 door opened. Girtbar was disarmed on R1.

We had a medical emergency during the flight, medics were meeting the plane. I will say there is an overwhelming sense of anxiety felt by all the flight crew due to the coronavirus and the danger of our jobs and being exposed. Along with as a reserve working a lot due to the absences of flight attendants so definitely a little fatigued. After disarming L1 and moving to look at the R1 door was disarmed I could see clearly that the R1 girtbar was disarmed though I saw the warning strap up but thinking now my D Flight Attendant was tossing her gloves she used to disarm the girtbar and it must of blocked my view enough not to notice the other side of the warning strap.

Once it was noticed the D Flight Attendant moved the warning strap to the disarmed position.

Everyone is using gloves to disarm doors for fear of getting infected with the coronavirus so we need to keep gloves on and the D Flight Attendant should move clearly out of the way so the A Flight Attendant can see. Then toss gloves after.

## Synopsis

Flight Attendant reported not following procedures during the disarming of doors after the arrival and stated distraction and anxiety about COVID-19 contributed to the event.

ACN: 1737763

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1737763

Human Factors : Confusion

Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Flight Deck / Cabin / Aircraft Event : Smoke / Fire / Fumes / Odor

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Security

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1



Passenger sprayed a can of Lysol all around his seat in the small confined area in First Class. This FA smelled a strong, bothersome smell that violated her breathing space. This FA stood at front of First Class and inquired what that strong odor was. Passenger arose arrogantly proclaiming, in a challenging manner that HE had sprayed Lysol showing the aerosol can. This FA told the FD about the strong bothersome smell and what the passenger had done. The response was that this FA should open the vents. This FA told the Agent what has transpired and he said he smelled it strongly and would not close until the smell dissipated some. This FA discussed dangerous goods with the other FA after 10K feet and read page xxx of the [manual] reading this aerosol can is NOT allowed in a carry-on bag. The CA was informed and said he would deal with it at landing. The Agent was informed of the incident. The passenger deplaned contently with his mask on.

Passenger sprayed aerosol can considered dangerous goods in [the manual] and not allowed on aircraft as carry-on item. He passed through TSA with it in his carry-on.

## Synopsis

Flight Attendant reported a passenger sprayed Lysol on and around his seat.

ACN: 1737730

## Time / Day

Date : 202003

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1737730

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Ground Event / Encounter : Other / Unknown

Detector.Person : Flight Crew

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

I worked Flight ABC out of ZZZZ, and operated out of a remote gate. The flight was full, and I was forced to ride on a packed bus to the plane from the gate crammed in with all of the passengers on my flight. This made me extremely uncomfortable given that we are putting ourselves at a much higher risk of being exposed [to the Coronavirus] during a 4

day trip rather than staying at home. Crew should be given dedicated transport to airplanes at remote gates separated from passengers.

## Synopsis

First Officer reported concerns with having to ride a bus full of crammed passengers from the gate to the aircraft increasing their risk of being exposed to Coronavirus.

ACN: 1737717

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1737717

Human Factors : Situational Awareness

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Human Factors

## Narrative: 1

Failed to sign the flight plan release as the Captain. The First Officer and I elected to bypass the ramp office and computer terminals to comply with new COVID-19 recommendations. My normal habit pattern is to print out a hard copy of release. We

elected to go totally electronic and brief the flight utilizing our individual ipads. I failed to verify that the release was properly electronically signed prior to departure.

A break in normal habit patterns and multiple distractions and interruptions in the process. Recognizing the break in habit patterns and recognizing the interruptions and their potential in committing errors.

## Synopsis

Captain failed to verify that the release was properly electronically signed prior to departure.

ACN: 1737694

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Environment

Flight Conditions : IMC

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Fractional

Make Model Name : Small Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 135

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1737694

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Dispatch

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Fractional

Function.Flight Crew : Pilot Not Flying  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1737386

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Deviation - Track / Heading : All Types  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Inflight Event / Encounter : Fuel Issue  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Airspace Structure  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

Classic Swiss Cheese event. We were scheduled out of ZZZ1 repo to ZZZ2 to pick up pax to ZZZ3. We called ZZZ2, and determined the FBO facility was closed, but services were available. With that in mind we printed up both releases as both were available and downloaded both into the Garmin, reviewing both. The ZZZ3 was standard routing which kept us well clear of the weather system inbound from the west. At some point shortly before we departed ZZZ1, we received an updated release for the ZZZ3 flight which showed an increase in fuel, which we wrongly assumed was due to the approaching weather, and also necessitated fueling in ZZZ2, rather than being fueled through. What we totally missed was the route change after ZZZ4, off the STAR routing and into the weather system, routing via ZZZ5 and through ZZZ6 terminal area. The routing change was due to ZZZ7 Center being shutdown due to a positive Corona virus test. There was a missed opportunity somewhere in the cheese process in hindsight . We were wrong not to look further than the fuel load change. Dispatch could have sent an email highlighting the reason for the change. The change reasons were annotated on the cover page of the release, which we did not have because we had the previous hard copy on board and had modified the weights and updated the performance numbers there. Enroute with pax, shortly after passing ZZZ4, ATC queried our routing and we were able to correct to the updated route via ZZZ5, instead of the airway to ZZZ8. ATC was able to provide the information on the closed airspace ahead, of which we were previously unaware.

We were wrong not to look further than the fuel load for the change A call from dispatch, or an email highlighting the virus related reroute, would have better reset our plan, and we could have briefed the owners upon boarding, rather than enroute when we became aware of the airspace closure.

The first ZZZ2 ZZZ3 plan was completed at XA:04, the second at XB:48. Had it not been for the virus associated operational considerations we would probably not have printed up

the early release, and printed up, what would have been the later one, at ZZZ2 as normal. Lotsa coulda wouldas, but WE missed the change.

## Narrative: 2

Navigation deviation occurred upon crossing ZZZ4 northbound. ATC queried us about the route saying they showed us off course. As the PM, I responded negative and with flight release paperwork in hand, I began to respond with our filed/cleared route, but the PIC let me know that we had a problem. He quickly realized the error. He had printed off the paperwork for the first flight release and that is what we were operating the flight based on. Unfortunately our Dispatch had issued a subsequent flight release increasing our fuel load by 1,000 pounds...this we were aware of and had uploaded the proper amount of fuel at ZZZ2. Unfortunately, Dispatch also changed the route after ZZZ4. This we were unaware of. The original flight release is what we loaded in the box, verified together and this is what we flew when given cleared as filed. When Center advised us of the deviation, we obtained the new clearance, loaded it into the FMS and continued to our destination with no further incidents.

Though it is dual release type of operation between Dispatch and Crew, when Dispatch updates the flight plan, after having issued a flight release, it would be super helpful and considerate if they would reach out to the Crew regarding the changes...especially any changes to the route. When the Crew receives an updated flight release, it is imperative that we review it and abide by pertinent changes. As the FO, I will be more aggressive in backing up the PIC when I see changes of this nature occurring...less trusting if you will and not just assuming that all is well because the PIC said so.

## Synopsis

Pilots reported routing and fuel problems associated with a ARTCC airspace closure.



ACN: 1737668

## Time / Day

Date : 202003

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1737668

Human Factors : Other / Unknown

Human Factors : Troubleshooting

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

Recently a decision was made to limit the number of employees on the bus to provide more space in order to contain the spread of COVID-19 virus to our employees. While this is helpful and proactive it falls short of CDC guidelines which limits crowds to no more than 10. Furthermore the 6 feet separation guideline for social distancing is impossible.

## Synopsis

Ground employee reported the employee bus carries more than 10 passengers and 6 feet social distancing separation is impossible.

ACN: 1737641

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 847.68

Experience.Flight Crew.Last 90 Days : 207.38

Experience.Flight Crew.Type : 847.68

ASRS Report Number.Accession Number : 1737641

Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Let's just say that it has already been a quite stressful 5 days on the line. Every morning the Captain and I brought up the threat of distractions and made it a point to focus on the mission.

This event started on the van ride to the Airport. I downloaded the release and noticed the dispatcher's remarks that we were loaded up with extra fuel due to a COVID-19 issue in the Tower at the destination airport. Just so happened that this airport is a hub for another air carrier that suffered the same shut down at one of their other hubs, and we had one such crew on the bus to tell us how operating out of that airport was like. As the discussion progressed, I looked over the NOTAM packet to find that there was nothing unusual going on and nothing to indicate that the Tower was closed (we assumed it would be).

We did see that the average delays into this airport were over an hour but ATC hooked us up with only a 20 minute EDCT. Now I think we did a pretty damn great job adapting with this issue. Digital ATIS did not work but we discovered a frequency that ATC was using to issue departure releases, which is where we were able to get the most updated weather information. Approach was also very gracious and helpful, even to a crew that did not want to cancel IFR until we were on the ground (that was us).

I am writing this report because at some point I checked FD Pro and discovered a NOTAM that informed us of the situation with the Tower being closed with instructions on what frequencies to. CTAF would be one of the Tower frequencies (this airport has two) and to use a ground frequency (this airport has two) to coordinate ground movements. Now it appeared that Dispatch was unaware of this NOTAM nor the Tower being closed (I'm not placing blame because they are just as overwhelmed as everyone else). Another Airline on the ground appeared not to be aware of this NOTAM because the Captain was having a heated discussion with a Ramp Controller because the Captain did not want to follow the Controller's instructions which were being read off verbatim from the NOTAM.

We know that the NOTAM system is far from perfect. Yesterday, not only did [we] not have a Tower closure in our NOTAM packet, we did not see a NOTAM for a localizer out of service later in the day along with a glideslope being out of service at another.

As this virus progresses through the United States, we have to be very diligent on what we are doing. This morning ZZZ1 Tower closed for a cleaning. We need to be prepared when one of our major hub is hit, specifically ZZZ2. We can't have people like that Captain calling an Audible just because he is unaware of a procedure that is either buried in his NOTAM packet or is not there at all. My fleet is very good at working out of uncontrolled fields but I personally have never had to operate out of a hub the size of ZZZ2 without a working Tower before...I'm not looking forward to it either.

## Synopsis

First Officer reported issues relating to NOTAMS and towers closing for COVID-19 cleaning.

ACN: 1737621

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 13300

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Plan : IFR

Flight Phase : Climb

Airspace.Class A : ZZZ

## Component

Aircraft Reference : X

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 583.63

Experience.Flight Crew.Last 90 Days : 113.03

Experience.Flight Crew.Type : 583.63

ASRS Report Number.Accession Number : 1737621

Human Factors : Situational Awareness

Human Factors : Distraction

Human Factors : Confusion

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Not Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1737638  
Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Overcame Equipment Problem

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

On climbout from ZZZ, at approximately 13,300 feet the Cabin Altitude Warning horn sounded and the Cabin Warning light illuminated. As the PF, I immediately disengaged the autothrottles, began to level off and informed the FO that "I had the radios." I then called ATC and told them I needed to level off and requested a slight descent back to 13,000 feet and that "I would get back with them." The descent to 13,000 was granted and I had the FO set 13,000 feet in the MCP (it had been set to 30,000 feet as this was our last clearance). FO immediately identified the issue that the packs were both in the OFF position. He turned them on. ATC asked if we needed assistance and I said no. We flew at 13,000 feet for approximately 2 or 3 minutes while the packs pressurized the cabin and the cabin began to descend. FO had previously silenced the warning horn. When the cabin descended below 10,000 feet the Cabin Warning light extinguished. I asked FO to call back to the cabin and ask if any O2 masks had deployed. None had. When the cabin was descended, I communicated with ATC that we were ready to accept a climb. ATC asked if I could tell them what the issue had been. I replied (paraphrasing) that, "We had a configuration issue with the cabin pressurization, and that we had fixed it and were good to go."

For this issue to occur there were basically four [causes] - 1. On my (CA) preflight, I failed to notice that the packs were off. 2. On taxi out during the Before Takeoff Checklist, I always look over and verify the pressurization switches. I did this here as well, but again, failed to notice the packs were off. 3. FO failed to notice the packs in the off position and position them correctly on the Before Takeoff Checklist. 4. PM (FO) failed to notice the packs were in the off position on the After Takeoff Checklist.

After we had corrected everything and were climbing out again, we discussed what happened briefly (we needed to compartmentalize as this was a short flight to ZZZ1 and we had "bigger fish to fry" than to get caught up about what happened). However, the FO mentioned something like "I must have looked up there like 5 times".

This was a case on both our parts of LOOKING but not SEEING. And THAT is a classic tell-

tale sign of fatigue. Yes, it was a short taxi to Runway XL in ZZZ but I felt (and FO agreed after) that we were not too rushed and were ready to go. The fatigue was a factor of: a) a longish day coming out of ZZZZ and then having to run through customs hall (came into Gate X), get on bus over to Terminal X, both get "random" going through KCM, [Known Crew Member] and then finally getting to our Gate (X, I think). We actually got to our gate with plenty of time, but all that I guessed contributed a bit to feeling "stressed." B) It is hard to say what impact all of the ongoing Coronavirus "stresses"; are doing. We did a great job all trip of compartmentalizing these issues (my FO is not even off probation, so definitely feeling stressed). There was no direct stress from all this COVID-19 stuff, but I believe there is a "cumulative" day-after-day buildup of stress (almost like water torture...drip, drip, drip). How much of it adds up and causes one to feel anxious or stressed is hard to say but I believe it does contribute to a feeling of feeling a little tired and exhausted no matter how much sleep we got the previous night.

On the upside, we both know that that will never happen to us again but it is disappointing how many "misses" there were that led to this. We also handled it well when it happened. I immediately arrested our climb and ensured there wasn't going to be a "rubber jungle." My FO dealt with the packs issue and kept his composure. We exercised good CRM and a division of duties and then both quickly got back to the flight which was short where many things are happening quickly.

## Narrative: 2

On the second day of our pairing, during the second leg from ZZZ to ZZZ1, both the CA and FO completed normal preflight duties, to include all checklists from Pre-flight through Before Takeoff per SOP. We received a short taxi between the gate and runway, although we completed all checklists as normal prior to accepting takeoff clearance. CA was Pilot Flying, I was Pilot Monitoring. The Control Tower asked if we needed more time prior to takeoff due to a short taxi, but as we completed all checklists, we both agreed that we were ready for departure. Takeoff and initial climb out was uneventful. The PF was hand-flying, and called for configuration clean-up and After Takeoff checklists per SOP. As PM, I completed each per SOP. After checking into Departure ATC, and receiving climb clearance to Flight level 300, the Cabin Altitude warning light illuminated along with the aural horn at approximately 13,300 feet. The PF immediately verbalized and executed a level-off, said "I have the radios", as I scanned the pressurization panel to diagnose the malfunction. The PF immediately notified ATC that we were leveling-off, requested to descend and temporarily maintain 13,000 feet, and engaged Autopilot A while verbalizing it. ATC approved that request. Simultaneously, I recognized that both Engine Bleed Air Valve switches were in the "off" position. I verbalized that both were off, and immediately switched both Engine Bleed Air Valves to "on". I also verified that both Pack Switches were currently in the "on" position, with the Shut-off Valve in the "Auto" position. (Only the Bleed Air Valve Switches were in the wrong position for the phase of flight.) I then silenced the Cabin Altitude Warning Horn. The PF asked, "What is the cabin altitude and was the cabin pressurizing?"...I responded that the cabin indicated approx. 10,500 feet ...and after approximately one minute, that the cabin altitude gauge displayed a descent of approx. 1,000 FT/min. Once the cabin was below 10,000 feet PA, the Cabin Altitude Warning light extinguished, and the cabin continued to pressurize to the appropriate altitude. I reported all of this to the PF.

After confirming with the PF that our Bleed/Pack configuration was correct, the PF notified ATC that our configuration issue was fixed, and that we could continue our climb. The PF directed me to confirm with our FAs that the cabin oxygen masks did not deploy. I then used the Cabin call button and spoke to the FM, confirming that no masks deployed and the cabin was properly configured. I notified the PF that the cabin was "Ok, with no

masks." The Cabin Crew was unaware of the event. (Due to the short 1 hour flight, the CA debriefed the Cabin Crew of the event after we landed and de-planed). The CA and myself did a quick de-brief upon reaching cruise. Although we had completed all checklists per SOP, neither of us noticed that both Bleed Valve switches were off. As neither of us believed we moved the Bleed Air switches, we determined that they must have been in the "off" position since before we entered the aircraft, quite possibly from the prior crew completing a Termination Checklist. Although I read all the checklists, I missed that these switches were in the "off" position. The entire event occurred in only 2-3 minutes, from Cabin Altitude Warning to proper configuration and cabin pressurization. As a crew, we were in the 9th hour of our crew day, it was late in the evening, and we both felt that fatigue could have been a cause of our missing of the switch positions. Additionally, during routine operations, the Bleed Air switches are normally left in the "on" position, as the aircraft are normally turning into another pairing. I have not personally experienced many flights where I had to turn on the Engine Bleed Valves. A long crew day, and my greater focus on the pack switch positions during pre-flight, resulted, surprisingly, in my missing the position of the Bleeds.

## Synopsis

Air carrier flight crew reported having an aircraft pressurization problem thinking it was an equipment problem but the Packs were not turned on.

ACN: 1737577

## Time / Day

Date : 202003

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person.Facility : ZNY.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Oceanic

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 11

ASRS Report Number.Accession Number : 1737577

Human Factors : Communication Breakdown

Human Factors : Other / Unknown

Human Factors : Troubleshooting

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Air Traffic Control

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Contributing Factors / Situations : Staffing

Primary Problem : Staffing

## Narrative: 1

I reported to work today for the swing shift. Before coming in, the facility had restarted oceanic traffic with the exception of ZZZ airspace. ZZZ airspace was only going to be staffed due to the Coronavirus situation "As Needed." This meant that any overflight traffic was restricted to flying around ZZZ radar volume as the airspace is not going to be staffed. As a result, aircraft would be inconvenienced and rerouted around a 360 NM diameter of airspace.

We regularly when there are radar outages at ZZZ, put the higher altitudes (Usually FL320



and above) into the ATOP system allowing the ATOP controller to work that airspace volume. This operation allows overflights to fly through ZZZ utilizing NON RADAR rules at the higher altitudes. This operation would allow the airspace to be used without inconveniencing the aircraft operating there. This was suggested but rejected by the union for unknown reasons. Then Sector X could be staffed as needed for the approach into ZZZ purposes only.

## Synopsis

Center Controller reported that under-staffing due to COVID-19 has resulted in numerous aircraft reroutes.

ACN: 1737462

## Time / Day

Date : 202003

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Aircraft Furnishing

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1737462

Human Factors : Communication Breakdown

Human Factors : Other / Unknown

Human Factors : Troubleshooting

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Company Policy

## Narrative: 1

When we did our safety checks on first flight out of ZZZ, we found no disinfectant wipes. I requested them immediately and none ever came. We had approximately 10 alcohol wipes for the whole flight to ZZZ1, [a] 3 hour 30 minute flight. When we arrived to ZZZ1, we were on same airplane back to ZZZ. When cleaners came on I asked them if they had any disinfectant wipes or alcohol wipes, they said no. I asked if they had disinfectant spray, they said no. The cleaners came on the airplane with a vacuum cleaner and garbage bags. They did not clean the bathrooms nor fill up the empty tissue boxes.

## Synopsis

Flight Attendant reported lack of disinfectant wipes and cleaning agents on the round trip flight.

ACN: 1737454

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 23000

## Environment

Flight Conditions : Marginal

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Small Transport, Low Wing, 2 Turbojet Eng

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

Airspace.Class A : ZZZ

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

Function.Flight Crew : First Officer

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1737454

Human Factors : Distraction

Human Factors : Confusion

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1737455

Human Factors : Confusion  
Human Factors : Situational Awareness  
Human Factors : Distraction

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Inflight Event / Encounter : Fuel Issue  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Flight Crew : Landed As Precaution  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

We had an unplanned fuel diversion on our scheduled flight from ZZZ1 to ZZZ2. ATC rerouted us around ZZZ3 Center Airspace due to ZZZ3 Center closure. Before approaching ZZZ3 Center's airspace, ATC asked us if we'd like to stay at FL430 and reroute, or descend to FL230 and keep the route we had. We determined that we had sufficient fuel to keep our current route and advised ATC that we could descend to FL230. However, after our descent to FL230, we were assigned a new route that took us around ZZZ3 Center airspace. This added about 150 miles to our original flight plan. Because we were burning more fuel at the lower altitude, and the distance added, we decided to contact Flight Control and ATC to advise of our plan to divert for fuel. We then diverted to ZZZ4 to take on additional fuel before taking our passengers to ZZZ2.

In the current environment with COVID-19, we should plan on taking on additional fuel for such abnormalities.

## Narrative: 2

We had to make an unplanned fuel stop on our flight from ZZZ1 to ZZZ2 due to ATC rerouting and closed airspace. I knew ZZZ Center airspace had some closures and planned extra fuel but it wasn't enough. As we approached ZZZ Center airspace ATC gave us the option to stay at FL430 and reroute, or descend to FL230 and stay on our current route. We had plenty of gas so I decided to stay on our current route and descend to FL230. Once we arrived at FL230 we were then rerouted anyway on an arrival that took us west and added approx 150 miles to our flight plan. Because of the added distance and we were burning more fuel at FL230 we decided to contact flight control and divert to ZZZ3 to get more fuel before continuing to ZZZ2.

During these uncertain times I will plan to take much more fuel in the event of unforeseen route changes. If I could do it again, I would choose to stay at a higher altitude to conserve fuel.

## Synopsis

Air carrier flight crew reported issues with a Center being ATC Zero and having to divert to obtain more fuel to reach their destination airport.

ACN: 1737243

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 149.62

ASRS Report Number.Accession Number : 1737243

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

During boarding, the Purser reported that there was a lap child with a constant cough, and expressed concern. Up to that point there was no flight operations guidance for vetting ill passengers prior to departure (and the COVID-19 guidance that we have seems to be evolving daily, even several times per day). I consulted with the CSR team, and they explained that they had no policy/guidance from their department either. I then placed a phone call to the documentation Manager, and left a voicemail requesting an immediate call-back. I contacted our Dispatcher and explained the situation, and requested that he make contact with the documentation Manager to try to expedite our communication. The Dispatcher informed me that he was part of the split team working out of the X location, and thus would not be able to walk over and talk to the documentation Manager. Medlink was called to obtain guidance. The CS supervisor, who was extremely helpful, was point with this and followed the Medlink representative's instructions to examine the child. Based on this examination, Medlink made the decision that the child (and thus his parents) were to be removed.

At that point, with rapidly evolving COVID-19 directives from the company, I wanted to consult with the documentation Manager to clarify if there was any policy that might be applicable. I was still awaiting the return call from the documentation Manager to discuss the situation. I again requested that the Dispatcher use any communication tools he might have to expedite the situation, and he then agreed to message a supervisor or operations Manager (I can't recall which), who would relay the message to the documentation Manager. He did this two times over the course of about 10 or 15 minutes. Approximately 45 minutes after my attempt to communicate with the documentation Manager, I received the return call, and an explanation that the voicemail system for the documentation Manager was not working. I explained our situation, and inquired about any applicable policy. The documentation Manager informed me that there was no policy, emphasized that Medlink was the primary decision-making resource, and that ultimately I should exercise my judgement regarding the situation.

I decided to consult with Medlink again, with an emphasis on obtaining advice concerning the appropriateness of beginning a flight after potential exposure of the passengers and crew. It was the judgement of the Medlink representative that there was negligible risk in continuing.

We subsequently operated and completed the flight.

## Synopsis

Air carrier Captain reported that during boarding they noted a child passenger had COVID-19 like symptoms, but at the time did not know what the correct protocol was to address the situation.

ACN: 1737230

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1737230

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors



Contributing Factors / Situations : Procedure  
Primary Problem : Human Factors

## Narrative: 1

I did not follow the procedure of verifying the count when the discrepancy was so large. Though it seems like a large difference, based on our high cancellation rate due to the coronavirus I honestly thought we had 11 passengers on the airplane. My first officer recognized the problem, reported the problem and we took corrective action using our manuals before we landed. We most certainly took off with incorrect performance numbers likely off by as much as 14,000 lbs.

We loaded up Aircraft X, ZZZ to ZZZ1. Our dispatch paperwork indicated we were expecting XX passengers. Our final load sheet came down with 11 passengers. We were unable to get numbers based on needing our ZFW to be reset. We contacted dispatch, but had a bad connection. We were able through multiple attempts to relay the information that we had 11 passengers and a new ZFW of 96.6. We got our numbers and successfully departed ZZZ. In route we took a lav break. When the First Officer went to the lav, he came back and reported there were far more than 11 passengers, probably much closer to the XX that was on our release. When I went to lav I confirmed that estimate to be accurate. I determined that our actual landing weight was likely about 14,000 pounds heavier than we had planned and went to the com to get more accurate landing speeds and landing distance. We landed safely and uneventfully.

## Synopsis

Air carrier Captain reported departing with a passenger count discrepancy resulting in a weight and balance issue.

ACN: 1737150

## Time / Day

Date : 202003

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1737150

Human Factors : Other / Unknown

Human Factors : Troubleshooting

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Ambiguous

## Narrative: 1

My concern follows the global pandemic that is currently at hand (Coronavirus) and the current cleaning processes that are taking place at the Operations Center that affects our health.

- 1) X floor has had no disinfectant wipes now for two consecutive midnight shifts.
- 2) Only one hand sanitizer has been placed on X floor near the elevators, none anywhere else once you enter the doors.
- 3) During midnight shifts on [date] and [date] I have seen the same building attendant use a rag on a stick to dust and clean all monitors, desks areas, and even the floors...without ever changing the rag. This cannot be sanitary or help impede the spread of the infectious virus.

## Synopsis

Dispatcher reported a lack of personal protection equipment and improper cleaning and sanitizing of the dispatchers' office.

ACN: 1737116

## Time / Day

Date : 202003

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.Tower

State Reference : US

Altitude.AGL.Single Value : 1500

## Environment

Flight Conditions : VMC

Light : Night

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use.Localizer/Glideslope/ILS : Runway XX

Flight Phase : Final Approach

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1737116

Human Factors : Distraction

## Person : 2

Reference : 2

Function.Flight Crew : First Officer

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1737128

Human Factors : Distraction

## Events

Anomaly.Deviation - Altitude : Excursion From Assigned Altitude

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Anomaly.Inflight Event / Encounter : CFTT / CFIT  
Detector.Person : Flight Crew  
When Detected : In-flight  
Result.Flight Crew : Became Reoriented  
Result.Flight Crew : Requested ATC Assistance / Clarification  
Result.Flight Crew : Executed Go Around / Missed Approach  
Result.Air Traffic Control : Provided Assistance  
Result.Air Traffic Control : Issued New Clearance

## Assessments

Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Ambiguous

## Narrative: 1

During night visual conditions crew accepted vectoring for visual approach with ILS BACKUP which is second option to straight in ILS to Runway XX in ZZZ. Instead of long downwind vectoring ATC queried crew if Runway was in sight, then cleared for approach. Crew turned base, but dim runway lights initially contributed to crew not descending in a timely matter. After lights were turned up crew determined stabilized approach could not be achieved and performed a go-around. Tower cleared crew to enter downwind and crew kept runway in sight while climbing to 3,000 feet AGL. On descending base turn crew got momentary EGPWS terrain warning and started nighttime terrain procedure. Warning silenced within 2-3 seconds. Normal landing was made. Crew debriefed extraordinary threats to mental distraction due to Coronavirus events. Captain had flown 5 straight days and was further distracted by family situation involving extraordinary airline operations.

## Narrative: 2

During night VMC the crew accepted controlled vectors to visual backed up by ILS which is second option to Runway XX in ZZZ. ATC asked if runway in sight and cleared us for the approach. The lights were very dim and we also had a momentary false capture of the GS. Immediately requested lights turned up by Tower, but crew determined we were unable to achieve a stable approach. Upon go-around Tower cleared us to the downwind and we climbed to 6,000 MSL. Upon initial descending turn to base we got momentary EGPWS terrain warning an immediately executed terrain procedure. Warning went away immediately. Normal landing achieved. Captain and I debriefed all threats and distractions especially due to Coronavirus and impact on our company, careers and families.

## Synopsis

Air carrier flight crew received a momentary EGPWS terrain warning while turning base on a nighttime visual approach. The flight continued to a safe landing. The crew noted that distraction due to the COVID-19 pandemic, its impact on the company, and family concerns contributed to the event.

ACN: 1737105

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Phase : Taxi

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 423

ASRS Report Number.Accession Number : 1737105

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Time Pressure

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Detector.Person : Flight Crew

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : ATC Equipment / Nav Facility / Buildings

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

We experienced a disruption in ATC service because the ZZZ Tower evacuated due to Coronavirus concerns. This is the second occurrence of ATC Controllers immediately abandoning their duty stations with airborne aircraft to avoid exposure risk. This protocol poses an unacceptable risk to Aircrew and Passengers, and should be re-evaluated based on the number of lives put at risk versus the number of Controllers avoiding virus exposure. If ATC Controllers won't stay at their duty station long enough to recover airborne aircraft in these scenarios, we should be dispatching every flight with a suitable alternate until the Corona Virus crisis is contained.

## Synopsis

Air carrier Captain reported a Control Tower that was ATC Zero, leading to a disruption in communications.

ACN: 1737091

## Time / Day

Date : 202003

Local Time Of Day : 1801-2400

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Supervisor / CIC

Qualification.Air Traffic Control : Fully Certified

ASRS Report Number.Accession Number : 1737091

Human Factors : Communication Breakdown

Human Factors : Workload

Communication Breakdown.Party1 : ATC

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Detector.Person : Air Traffic Control

Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

I came on duty at XA:00 local. I was assigned the CIC (Controller In Charge) position because the day Supervisor was at 10 hours and needed to be relieved. At the time, I observed sector XX and sector XY both alerted red and over their map values. At this time we were providing spacing to ZZZ and ZZZ1 airports. We were also spacing JXXX and VXXX route spacing going to the north. Those are our main 2 airways going to the north. The outgoing Supervisor asked the STMC (Supervisor Traffic Management Coordinator) for verification that it was for all aircraft. It was noted that we needed help from ZZZ1 ARTCC with this and the STMC agreed.

Along with all of this, we were rerouting ZZZ2, ZZZ3, and ZZZ4 traffic. All aircraft inbound



to our airspace needed to be rerouted. Again, the STMC was made aware that we needed help with this. In addition to all of this, we were required to tuck aircraft going to ZZZ5, ZZZ3, ZZZ6, ZZZ7, ZZZ8, ZZZ9, ZZZ10, ZZZ11, ZZZ12, ZZZ13, ZZZ4, ZZZ14, ZZZ15, ZZZ16, and ZZZ17. Again, we were getting no help with this from adjacent sectors and facilities. AGAIN, the STMC was made aware of this and agreed to help.

I advised surrounding area supervisors that we needed help and told them what we needed. The supervisors either didn't convey the information or the controllers were not complying, but no one around us was helping with these routes or altitude restrictions. I also advised the STMC that we needed this slowed down ASAP because the amount of work placed on us was unacceptable. While this was all going on, both sectors YY and XX were still alerted red and over their guideline numbers. The Controller at sector XX shut off ZZZ1 ARTCC ZZZZZ sector due to airspace saturation. The amount of work he had to do with the amount of airplanes was overwhelming and he made the right decision. At this point, I had a CPC (Certified Professional Controller) d-side along with another Controller to get the radar Controller out since he was up for break and the OM all standing over the sector.

Take note that we are supposed to be practicing social distancing due to the COVID-19 outbreak in which ZZZ ARTCC management is completely disregarding I had 4 people within 4 feet of one another looking at an overloaded sector. UNACCEPTABLE! I pulled the OM (Operations Manager) aside and expressed my concern with this completely unsafe situation our area was placed in and manager agreed. Again, I told the OM that this needs to stop and be slowed down. For our area to be placed under this much extra work along with overloading sectors is completely unacceptable and reckless. Completely unsafe!

How about Management and TMU (Traffic Management Unit) need to abide by the sector guideline numbers and stop overloading sectors. The more restrictions placed on a sector, the lower the guideline number needs to be. You can't overload sectors along with a page full of restrictions and expect it to remain safe. The fact that we had this many restrictions placed upon us with ZERO help is just reckless.

## Synopsis

Center Controller In Charge reported an unacceptable workload was placed on the facility which resulted in controllers being unable to practice social distancing at the facility.

ACN: 1737088

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Altitude.MSL.Single Value : 10000

## Aircraft : 1

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

## Aircraft : 2

Reference : Y

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Descent

## Aircraft : 3

Reference : Z

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Initial Approach

## Person

Reference : 1

Location Of Person.Facility : ZZZ.TRACON

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 8

ASRS Report Number.Accession Number : 1737088  
Human Factors : Communication Breakdown  
Human Factors : Confusion  
Human Factors : Distraction  
Human Factors : Situational Awareness  
Human Factors : Training / Qualification  
Human Factors : Workload  
Human Factors : Human-Machine Interface  
Communication Breakdown.Party1 : ATC  
Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types  
Anomaly.Conflict : Airborne Conflict  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Clearance  
Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Procedure

## Narrative: 1

I was working [Sector X] and we had just combined our west side airspace. I was working X and Y sectors. According to our LOA, ZZZ was supposed to give us aircraft over ZZZ1 crossing 11 DME from ZZZ1 at 11,000. I had Aircraft X as an overflight to ZZZ2 at 9,000 and crossing roughly 5 or so miles east of ZZZ1. I took radar on Aircraft Y from west of ZZZ1 who was inbound for landing at ZZZ2, one of our satellite airports. 10 miles in trail of him was Aircraft Z also landing at ZZZ2. Aircraft Y checked on and said he was descending to 10,000. Aircraft Z also checked on descending to 10,000. ZZZ did not APREQ (Approval Request) descending, as both aircraft were not level when I took the handoff. They also did not APREQ the wrong altitude for direction of flight. There was zero coordination from ZZZ on these aircraft.

We called to ask them to discontinue this practice and leave arrivals at 11,000. At first they agreed, but then proceeded to continue giving 10,000 with zero coordination. This continued throughout the night. When the midnight controllers started working, they again ran into the same issue with zero coordination and descended aircraft into our airspace. We tried again to tell ZZZ to discontinue this operation, but they refused and said they were instructed by their Operations Manager to give these aircraft 10,000. This was all taking place while ZZZ was ATC zero / ATC limited during the coronavirus pandemic. So we were working multiple overflights at 10,000 westbound while ZZZ was assigning 10,000 to eastbound arrivals with zero coordination. This was a very dangerous practice and with no coordination we were lucky this didn't result in any losses of separation. Luckily at the time, my overflight Aircraft X was at 9,000 and I was able to verify Aircraft Y's altitude and made sure he was stopping above. They got within 6 miles of each other, with a closing speed of over 600 kt.

This entire operation from ZZZ, being ATC zero and ATC limited, has been handled very poorly. ZZZ has refused to comply with our contingency plan and we have been stuck with only 10,000 and below. I know this is a dynamic situation and we are not used to this. However, it should not mean that ZZZ can just throw our contingency plan as well as the 7110.65 out the window. I would recommend ZZZ [to] comply with the contingency plan. I would also recommend ZZZ [to] comply with the 7110.65 regarding altitude for direction of flight and approval requests. We have an ongoing problem with ZZZ being unable to comply with LOA's and it's starting to become a dangerous situation. As of [this] date and time, ZZZ is still not complying with the contingency plan.

## Synopsis

TRACON Controller reported problems with overlying Center not complying with LOA and the contingency plan.

ACN: 1737075

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## Aircraft

Reference : X

Make Model Name : Any Unknown or Unlisted Aircraft Manufacturer

Flight Plan : IFR

Flight Phase : Cruise

Route In Use : Vectors

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Facility : ZZZ.ARTCC

Reporter Organization : Government

Function.Air Traffic Control : Enroute

Qualification.Air Traffic Control : Fully Certified

Experience.Air Traffic Control.Time Certified In Pos 1 (yrs) : 1.5

ASRS Report Number.Accession Number : 1737075

## Events

Anomaly.Airspace Violation : All Types

Anomaly.ATC Issue : All Types

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Air Traffic Control : Separated Traffic

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

At approximately [time and date] facility management evacuated the adjacent area to mine (Area X) due to a reported positive case of COVID-19. This forced a high number of additional aircraft in to our airspace. Additionally, there was a significant weather system over and east of the ZZZ1 area and southern [state] that southern arrivals into ZZZ2 were being routed in to our airspace and had to be blended with our stream. It was highly chaotic.

For approximately an hour, my R-Side and the R-Side at [sector] did a tremendous job of keeping traffic separated, spaced, and rerouted where they needed to be. There were multiple instances of what would have technically been airspace violations where we had

aircraft clip the Area X sectors Z,Y,A. These happened for up to fifteen miles or so as we used the corners of their airspace. As they had cleared out this area and airspace, and we could see the airspace clearly, we felt that it was a calculated risk in an extraordinary time that was worth taking.

We need an in house contingency plan at ZZZ for if we lose an area(s). There are contingency plans in place already for losing entire facilities, but to my knowledge there are no contingency plans for partial losses in ARTCCs. These contingency plans need to include plans for divestiture of airspace, technological solutions for accessing frequency and land line communications, and training for the work force. The Agency should also conduct a "table top" simulation or emergency situations with all interested entities, i.e. Tech Ops, Unions, other support staff. These exercises should be completed annually to increase readiness to protect the NAS.

## Synopsis

ZZZ Center Controller reported that an adjacent area went ATC Zero, resulting in a complex and difficult traffic situation.

ACN: 1737008

## Time / Day

Date : 202003

Local Time Of Day : 1201-1800

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 800

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Final Approach

Route In Use : Direct

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1737008

Human Factors : Communication Breakdown

Human Factors : Distraction

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Flight Crew

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Inflight Event / Encounter : Unstabilized Approach

Detector.Person : Flight Crew

When Detected : In-flight

Result.Flight Crew : Became Reoriented

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

We were established on a long final for Runway X with gear down and flaps at 5 due to being brought in a bit high and fast earlier. We were told 180 kts to the bridge. At 1,200 feet above the field the Pilot Monitoring who was the First Officer said, "Do you want more flaps?" I realized at that moment that I was pondering the economics of this virus on our airline, and thinking about my fears of a furlough. Had the First Officer not said something I really don't know how long I would have remained distracted. We finished configuring and were stable and configured by 800 feet AGL.

I never imagined that I would be able to be distracted at such a vital time. I thought myself too focused and professional to allow that. Apparently this situation plays on my mind and concerns more than I realized. Just being aware of this threat is vital. I wish I could warn everyone that this can happen. There is so much nonstop doom and gloom and fear coming at us from all directions, I must be aware of the threat and stay focused.

## Synopsis

Air Carrier Captain reported that concerns about COVID-19 and possible furlough resulted in an unstabilized approach.



ACN: 1736933

## Time / Day

Date : 202003

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Gate Agent / CSR

ASRS Report Number.Accession Number : 1736933

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Gate Agent / CSR

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Company Policy

## Narrative: 1

Every computer keyboard at every gate I have worked in Terminal X is filthy. What happened to being deep cleaned, as the government has recommended. We cannot clean between the keys, we only have wipes. Sprays and wipes are not enough, air cans will not work. We are touching them constantly, they need to be cleaned for employee safety.

## Synopsis

Gate Agent reported computers at this company's terminal need a deep cleaning for employee safety. The only cleaning items currently available are wipes.

ACN: 1736927

## Time / Day

Date : 202003

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase.Other

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft.Other  
Reporter Organization : Air Carrier  
Function.Ground Personnel : Ramp  
ASRS Report Number.Accession Number : 1736927  
Human Factors : Other / Unknown  
Human Factors : Confusion

## Events

Anomaly.Deviation / Discrepancy - Procedural : Hazardous Material Violation  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance  
Detector.Person : Ground Personnel  
When Detected : Pre-flight  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

The Ramp Lead was proactive, and called me as he was initially planning the flight. He advised me that it was extremely unlikely that we would get 15 bags for this flight, as there were only 4 passengers checked in for it. We agreed that we would have to hold off DSTG Item 2, a 2 piece Quickpak shipment classified as UN3373 Biologicals. I told him there was no problem with DSTG Item 1, which was SLS code LHO (live human organ / blood), which doesn't have the 15 bag requirement. I held off item 2, using the OTH (Other) code. I advised the ramp lead to let me know if he somehow got 15 bags for the

flight, and I'd remove the holdoff on the item. I also advised the ramp lead to let his cargo people know about the holdoff, as the item could likely go on a later flight, as they don't have the 15 bag limit for UN3373 items. I later looked at the flight schedule ZZZ-ZZZ1. Aircraft X is operated by Airline X, which does not accept UN3373. Aircraft Y at XA: 20am is operated by Airline Y, which does accept UN3373, so the item should be able to move on that flight. There are no more company Mainline flights today ZZZ-ZZZ1.

Aircraft X closed out with only 2 bags, so we weren't able to move Item 2. The Ramp Lead and I correctly followed the 15 bag limit SOP for UN3373.

My safety concern is related to the light passenger and bag loads during this time of a National Health Emergency. My concern is about the 15 bag limit and holding off Quickpaks. I know it has been happening frequently, although this is the first flight of today where I've noted it.

My biggest concern comes from my previous work on the ramp. I know that many of these Quickpaks come from [two different labs]. They're going from smaller or medium sized cities to larger, more specialized labs in larger cities. I also know that [two labs] are now doing Coronavirus testing. I really don't want to see these shipments delayed with patients having to wait for diagnoses. Perhaps cargo has already addressed this and I'm not aware of it. I fully support safely carrying properly secured dangerous goods. However, these items have limited risk of spillage, and really need to move during this critical time.

## Synopsis

Ramp personnel reported concern regarding unnecessary delays regarding Hazmat (Biologicals/Blood) cargo from Coronavirus Testing. This cargo has a limited risk of spillage.

ACN: 1736891

## Time / Day

Date : 202003

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X  
ATC / Advisory.Ramp : ZZZ  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 2  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Parked

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : Captain  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Multiengine  
ASRS Report Number.Accession Number : 1736891  
Human Factors : Situational Awareness  
Human Factors : Other / Unknown  
Human Factors : Communication Breakdown  
Communication Breakdown.Party1 : Flight Crew  
Communication Breakdown.Party2 : Other

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Crew  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Company Policy

## Narrative: 1

We have a world pandemic and for the last week of flying I have been unable to attain ANY Sani-Com cleaning towels, Purell or other cleaning wipes at ZZZ flight Ops or other

airports during my trips. We need these to continue to perform our jobs with confidence and safety. Please address the supplying of these as quickly as possible.

## Synopsis

Air Carrier Captain reported being unable to obtain hand sanitizers at base and throughout other company locations.

ACN: 1736809

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

Flight Phase.Other

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Qualification.Other

ASRS Report Number.Accession Number : 1736809

Human Factors : Situational Awareness

Human Factors : Training / Qualification

Human Factors : Confusion

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related

## Narrative: 1

During Training, I asked what modifications and/or accommodations are going to be taken to be in compliance with the FAA, CDC, and government guidelines regarding COVID-19. Instructor X stated we will be doing training as we've done every year, using mask and gloves when deemed necessary. (The training classes I have been in the previous 3 years we have not worn PPE as he stated.) I asked about the replacement mouthpiece for CPR pocket mask and if they are going to be new ones? He stated "Well they get washed with a bleach blend overnight." I asked about the 2 person CPR and AED proficiency modification. He stated we will each have our own CPR Manikin and be working alone. When doing the 2 emergency megaphone proficiency, I was told to re-do them and put my mouth on the megaphones in order to pass. The mask the Instructor Y provided was a 1501 nuisance dust mask, not NIOSH approved which does not provide particle to lung protection. Instructor Y did not clean the PBE Smoke Hood after one FA's 1501 dust mask fell off inside the hood while he completed the proficiency, but we had to still use it. Instructor Y

required us to do 2 person CPR and AED proficiency; I requested a mask but still had to take it off while within 3 inches face-to-face of coworker to perform CPR on manikin. I questioned the replacement mouthpiece of the CPR mask, and the Instructor Y stated they are brand new, one time use only. Mine did have scraps and marring on it, and they were all unwrapped in a wicker basket.

[Causes include] Failure of infectious disease protocol/OSHA, social distancing, use of PPE, inappropriate and inadequate PPE.

Accountability for the company, they are stating they are following all protocol and this is a clear example they are not. I spoke up, I was clear in my communication, professional. But I was lied to regarding the replacement mouthpieces being new, and forced to do this training against current COVID-19 mandates and in an unsafe manner in order to pass training. For the rest of the training I was ostracized and belittled by the trainers. Accountability, honestly, professionalism with integrity following the SOP's.

## Synopsis

Reporter stated issues with training during COVID-19 pandemic relating to use of correct mask, gloves, and PPE to protect each other in class from exposure to the virus.

ACN: 1736477

## Time / Day

Date : 202003

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Gate / Ramp / Line

Reporter Organization : Air Carrier

Function.Ground Personnel : Ramp

ASRS Report Number.Accession Number : 1736477

Human Factors : Other / Unknown

Human Factors : Troubleshooting

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Ground Personnel

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Ambiguous

## Narrative: 1

With the spread of the COVID-19 virus still spreading throughout the world, we here at Company need to do our part to help stop the spread of the virus to each other, our families, friends and the communities we live in. After looking at all the time clock areas I noticed that there are no hand sanitizing stations there. We hourly employees have to use our hands to clock both in and out and that's just another potential point of contact for the spread of the virus and not just at our time clocks but also point of entry to the sterile work areas including the ramp. Today when I asked for a hand sanitizing wipe packet, the person behind the equipment counter said they were all out and they didn't have any alcohol wipes either.

## Synopsis

Ground employee reported the lack of sanitizing agents especially in the clock in/out areas.



ACN: 1736437

## Time / Day

Date : 202003

Local Time Of Day : 0001-0600

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Dawn

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Not Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Last 90 Days : 544

ASRS Report Number.Accession Number : 1736437

Human Factors : Other / Unknown

Human Factors : Communication Breakdown

Human Factors : Confusion

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

Due to the world pandemic, national health emergency, and concept of social distancing, I decided for the safety of our passengers and flight attendants not to do a cabin service during our flight. I had the same flight attendants the day before and we discussed how we could best, and safely, manage our long flight to ZZZ1. As I approached the ZZZ Operations Agent, I presented the idea to him and asked him if he was comfortable making an announcement to the passengers to encourage the purchase of drinks or snacks as needed for the long flight. He seemed to understand and was willing to make an announcement.

Once down the jetway, I was approached by two ZZZ station managers who expressed concerns with it not being company policy and that it might panic our passengers. I assured them that I understood and if they were not comfortable making the announcement, that was fine. One of them suggested that a modified announcement could be made to encourage getting something to eat for the long flight. I agreed and said it was their call on how to handle it. During my preflight preparations for the flight to ZZZ1, I received a call from the Chief Pilot on call. He asked if I had permission from someone at Company for what I was doing.

I shared with him the timeline of how over the last four days I had tried to get Company approval, and also discussed my reasoning. He did not agree and said it was not Company policy. I reminded him that this was a national emergency. My understanding of the conversation's conclusion was that I have Captain's authority to do what is safe for the flight, but need to be ready to explain what I did. I told him that I understood. The flight to ZZZ1 was uneventful and we passed out cans of water at the halfway point. The passengers seemed very appreciative of our efforts and approach to the pandemic upon deplaning.

## Synopsis

Air Carrier Captain reported the crew made the decision to suspend in-flight service for COVID-19 social distancing reasons contrary to company policy.

ACN: 1736368

## Time / Day

Date : 202003

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : Commercial Fixed Wing

Flight Phase : Parked

## Person

Reference : 1

Location Of Person : Hangar / Base

Reporter Organization : Air Carrier

Function.Maintenance : Lead Technician

Function.Maintenance : Technician

Qualification.Maintenance : Powerplant

Qualification.Maintenance : Airframe

ASRS Report Number.Accession Number : 1736368

Human Factors : Confusion

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Maintenance

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Maintenance

When Detected : Routine Inspection

Result.General : Work Refused

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

Aircraft arrived to our facility. The aircraft was not out of service and there was no routine maintenance due. At some point we heard a call come across the radio and the Supervisor replied. We heard the flight crew say that they came off of the plane and wanted to make sure that it was known that the aircraft had a "Corona Issue" and that was the reason it was staying overnight. I heard the Supervisor ask the flight crew if they wrote anything in

the AML (Aircraft Maintenance Log), and the crew replied that they have been instructed not to put items like this in the AML.

After hearing this I inquired with the Supervisor, and he told me that he knew nothing about it except that it would be staying here for a "deep clean." I made some phone calls to find out what our procedure is supposed to be for assigning guys on an aircraft with a known Corona issue, where management told us that it wasn't a Corona issue, but just someone that had a fever. I asked if they can say with 100% certainty that it was not Corona, and was told no. I spoke to our shift manager and asked if we could get the overnight maintenance deferred as I don't think there is a clear procedure in place on how to handle an aircraft like this. At this point we deferred the overnight maintenance.

I would suggest there being better communication about any issues that would even remotely suspect a Corona contamination, there are too many unknowns out there to just put crew members at risk of contracting this virus, and I also think there should be a written policy in place on what precautions we need to take while handling a situation such as this one, and I also think there should be a write up in the AML of any potential "Corona Issues," especially so there would be something in writing when an aircraft like this is going to affect more than one shift.

## Synopsis

Maintenance Technician reported an aircraft arrived at the facility as a result of a "Corona issue" and needed deep cleaning. The Maintenance Technician reported that there are no policies in place for this issue.

ACN: 1736305

## Time / Day

Date : 202003

## Place

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person : 1

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Function.Flight Attendant : Flight Attendant In Charge

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1736305

Human Factors : Distraction

Human Factors : Other / Unknown

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Flight Attendant

## Person : 2

Reference : 2

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Deplaning

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1736314

Human Factors : Situational Awareness

Human Factors : Other / Unknown

Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Attendant

## Person : 3

Reference : 3  
Location Of Person.Aircraft : X  
Location In Aircraft : General Seating Area  
Cabin Activity : Deplaning  
Reporter Organization : Air Carrier  
Function.Flight Attendant : Flight Attendant (On Duty)  
Qualification.Flight Attendant : Current  
ASRS Report Number.Accession Number : 1736320  
Human Factors : Situational Awareness  
Human Factors : Other / Unknown  
Human Factors : Communication Breakdown  
Human Factors : Distraction  
Communication Breakdown.Party1 : Flight Attendant  
Communication Breakdown.Party2 : Flight Attendant

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Detector.Person : Flight Attendant  
When Detected : Aircraft In Service At Gate  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

After we arrived in ZZZ, we left XX passengers on the plane before the next crew was at the aircraft. We left for our next flight. We had a medical incident onboard during the flight. While our CRM was effective, there were many decisions to be made. While our country is currently in a national emergency, any serious medical event leads to uncertainty. All three flight attendants were in constant communication with the Captain. At first we were told no passengers could leave the aircraft when we landed. We had passengers who were aware of the situation and wanted to be involved. Of course our first priority was the safety of our passengers and crew, we also were aware of the effect any decision would have on the company. After discussion with Station Ops and Dispatch, the Captain was instructed to not hold the passengers, and that the aircraft would be cleaned upon arrival. We also spent the entire flight containing the incident so all passengers felt at ease about their safety. I felt we were successful. However, in this coronavirus environment, it was very stressful and we had to remain calm and in control. We were dealing with many different situations and important decisions during the flight.

## Narrative: 2

After the deplaning of Flight XYZ from ZZZ to ZZZ1, the one of the crew members failed to stay with the XX thru passengers. During this flight, we encountered many distractions including a passenger that vomited in the forward lav and we alerted the Captain due to the national concern over the scare of the coronavirus. The crew maintained excellent CRM skills when communicating with the flight deck. The flight deck notified medical service and Dispatch. I was also comforting a woman who was flying to see her gravely ill mother.

### Narrative: 3

During the deplaning process on Aircraft X, the crew failed to stay with the aircraft with XX thru passengers on board. We had an incident on board where a passenger had vomited in the forward lav. We alerted the Captain because of the concern about the national emergency over the concerns of the spread of Coronavirus. He asked if we knew who it was that was sick, I was [not] sure. He said we may have to keep everyone on board until we know who it was. I informed the Captain that I didn't know who it was and as a precaution we took the forward lav out of service. We were very concerned about the Coronavirus and the possibility of contamination. The Captain called Station Ops and Dispatch to ask what action we should take. They advised us to have Ground Operations meet the aircraft to clean it. We also had an upset passenger on board who had just lost her mother.

### Synopsis

Flight Attendants reported concerns about a sick passenger in their flight.

ACN: 1736278

## Time / Day

Date : 202003

Local Time Of Day : 1801-2400

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 91

Flight Plan : IFR

Mission : Ferry / Re-Positioning

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1736278

Human Factors : Workload

Human Factors : Distraction

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Anomaly.Deviation / Discrepancy - Procedural : Weight And Balance

Anomaly.Inflight Event / Encounter : Fuel Issue

Detector.Person : Dispatcher

When Detected : In-flight

Result.Flight Crew : Diverted

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Incorrect / Not Installed / Unavailable Part

Contributing Factors / Situations : Staffing

Primary Problem : Ambiguous

## Narrative: 1

Due to the extremely high workload I overlooked a closed runway on this reposition flight that was put on my desk from a Dispatcher last second. With over 40 flights on my desk plus the 5 flights I accepted in the passdown there is an absolute need for more dispatchers. Our flight loads continue to grow each and every day with no extra help! With the COVID-19 outbreak I received over 20 zero fuel weight resets throughout the day because of the increasing number of "no show" passengers. I also received just as many if



not more calls from the stations of those flights telling me that there was "no shows."  
Phone calls and workload have tripled due to this and it has shown over the course the of the past few days that we need more dispatchers to:

- 1: Reduce workload stress
- 2: Reduce pressure on dispatchers
- 3: Continue to comply with FARs/Safety regulations to give crews and guest our best service

Aircraft X was dispatched to a NOTAMed closed runway that was overlooked at scheduled ETA. This was a Part 91 Re-position flight for scheduled maintenance in ZZZ. Aircraft X diverted to ZZZ1 where crew waited until runway re-opened in ZZZ to depart ZZZ1.

## Synopsis

Dispatcher reported a NOTAM runway closure was overlooked due to the increased workload created by the COVID-19 pandemic.

ACN: 1736080

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.TRACON

State Reference : US

Relative Position.Angle.Radial : 180

Relative Position.Distance.Nautical Miles : 12

Altitude.MSL.Single Value : 12000

## Environment

Light : Dusk

## Aircraft

Reference : X

ATC / Advisory.TRACON : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Nav In Use : FMS Or FMC

Flight Phase : Initial Approach

Route In Use.STAR : ZZZZZ2

Airspace.Class B : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Last 90 Days : 489

Experience.Flight Crew.Type : 400

ASRS Report Number.Accession Number : 1736080

Human Factors : Distraction

## Events

Anomaly.Deviation - Track / Heading : All Types

Anomaly.Deviation / Discrepancy - Procedural : Clearance

Detector.Person : Air Traffic Control

When Detected : In-flight

Result.Flight Crew : Returned To Clearance

Result.Air Traffic Control : Issued Advisory / Alert

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

We were descending into ZZZ on the ZZZZZ2 Arrival when we were given a vector to the east and held up higher than normal. Upon handoff to the final Controller, we were still at 12,000' and the FMC was telling us that we would be about 1500'-2000' high after I extended the centerline off the FAP. I had briefed the visual Runway XXL backed up by the ILS. However, due to being concerned about how high we were, I didn't go through the FMC to brief those points as well. Unbeknownst to me, my F/O had put in XXR and I did not catch it via a correct briefing.

We were given a vector to join the XXL Localizer and I extended the centerline and then selected LNAV to join. My mistake allowed us to go through the XXL Localizer, and we aligned up with XXR. Due to it being dusk and the distance made it slightly difficult to tell, but thankfully the Final Controller saw what was going on and asked us which runway we were setup for. We immediately came back to the left, joined up with Runway XXL and landed without incident.

With news of the COVID 19 Pandemic fresh in my head, I can state quite certainly that I let my worry and thoughts of what is happening to Company and the industry creep into my job performance. I let outside threats cloud my performance and I was not focusing on the task at hand as much as I should have been. My briefing was rushed, and because of that and that ATC left us high, I completely missed that the FMC was setup for Runway XXR instead of Runway XXL. In times like this when the stress level is high, we need to hammer home the importance of standardization; and I need to remind myself to slow down and make sure that both my F/O and I are sufficiently briefed and we both have a shared mental model of what we are going to do. After landing both my F/O and I walked back through the event and identified what went wrong, and how we strayed from not properly briefing the approach. As the Captain and Pilot Flying I should have taken the extra minute or two so that every aspect of this simple approach was briefed and talked about. Slightly contributing to this incident is when ATC asked us what runway we were lined up for instead of telling us what he was seeing. When ATC asks a question like this, there is always a 5-10 seconds of hesitation as we are double checking to make sure we have it right. I think ATC telling us what they see instead of asking us might be a quicker way to get the problem resolved. Of course in the end it is my fault that this happened, but I would rather ATC tell than ask.

## Synopsis

Air Carrier Captain reported lining up for the incorrect runway on a set of parallel runways.

ACN: 1735831

## Time / Day

Date : 202003

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Environment

Light : Daylight

## Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Route In Use : Direct

Airspace.Class A : ZZZ

Cabin Lighting : Off

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Door Area

Cabin Activity : Boarding

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1735831

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : FAR

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Primary Problem : Environment - Non Weather Related

## Narrative: 1

Past 3 days have been very trying. Passengers are able to board the planes ill. Coughing, sneezing, even having the appearance of being ill. I am at the end of my 3 Day and instead of looking forward to going home, I am reluctant in that I may be bringing the virus home to my family. Please see if the company can have CDC (Center for Disease Control) come out and have crew members tested in base. Crew members are around hundreds of people a day and could very well be transmitting the virus to others. Please let me know when and how this necessary procedure could be implemented to best serve our customers and each other. Thank you.

## Synopsis

Flight Attendant reported ill passengers on the flight and was concerned regarding lack of COVID-19 testing for the crew.

ACN: 1735720

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

Altitude.MSL.Single Value : 40000

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Cruise

Airspace.Class A : ZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Function.Flight Crew : Pilot Flying

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Instrument

Experience.Flight Crew.Total : 18863.38

Experience.Flight Crew.Last 90 Days : 151.27

Experience.Flight Crew.Type : 3967.20

ASRS Report Number.Accession Number : 1735720

Human Factors : Training / Qualification

Human Factors : Situational Awareness

Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Detector.Person : Flight Attendant

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Procedure  
Primary Problem : Environment - Non Weather Related

## Narrative: 1

While at cruise the aft cabin called about a passenger suffering from the chills and a runny nose. She was a lady in her mid-sixties traveling home from a cruise with her husband. They wanted to know the symptoms of Corona virus. We contacted dispatch and had them patch us through to Medlink. The Dr said to separate them by at least 6ft from other passengers and take her temperature. The crew received no training on the thermometer strips and couldn't figure how they worked. Also the Doctor said to put face masks on the two of them. CDC was to meet us at the gate. Didn't happen. EMS met the flight after a delay and escorted her off to the jetbridge where she was examined. In view of the deplaning passengers.

## Synopsis

Air carrier Captain reported a passenger was suffering from the chills and a runny nose during flight.

ACN: 1735514

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.ATC Facility : ZZZZ.ARTCC

State Reference : FO

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Center : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Nav In Use : FMS Or FMC

Flight Phase : Climb

Airspace.Class A : ZZZZ

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Flying

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Multiengine

Qualification.Flight Crew : Air Transport Pilot (ATP)

ASRS Report Number.Accession Number : 1735514

Human Factors : Confusion

Human Factors : Distraction

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Dispatch

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : ATC

## Events

Anomaly.ATC Issue : All Types

Anomaly.Deviation - Altitude : Undershoot

Anomaly.Deviation - Altitude : Crossing Restriction Not Met

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Anomaly.Deviation / Discrepancy - Procedural : Clearance



Detector.Person : Air Traffic Control  
When Detected : In-flight  
Result.Flight Crew : Requested ATC Assistance / Clarification

## Assessments

Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

On departure out of ZZZZ1 we were cleared off Runway XXR via the ZZZZZ2 3A SID. We were given clearance direct to ZZZZZ2 if we could cross it at or above 157 (4800M). The initial FMC prediction showed we could meet that restriction, so we accepted the clearance and commenced the turn toward ZZZZZ2. About the same time the PM attempted to contact ZZZZ control on the VHF R comm for our FIR boundary call ahead position report. I was PF and maintained listening watch on VHF L. Upon contact with ZZZZ control we were queried as to our correct flight number - we were asked if we were Aircraft XXYX or aircraft XYXX. We were filed as Aircraft XYXX. ZZZZ1 ATC had never questioned our flight number on clearance, ground, or tower frequencies. About the same time the PM was attempting to clarify to ZZZZ Control we were Aircraft XYXX on VHF R, ZZZZ1 Control - on VHF L gave us a frequency change to ZZZZ control. We attempted to check on with ZZZZ Control and there was still confusion both inside the cockpit, as well as between us and ATC as to our correct call sign with numerous radio calls back and forth. We were uncertain as to why ZZZZ Control was asking about our callsign which became distracting, and in addition we were dealing with the language barrier and attempting to consult the RVSM meters chart for subsequent climb altitudes.

In an attempt to clarify our filed flight number and to trouble shoot that problem, one of the RFOs placed a SATCOM call to operations. I noticed we were probably not going to meet the climb restriction of ZZZZZ2 at 157 (4800M), however I got distracted from verbalizing this to the PM because during this same time there were numerous other events happening. Attempting to monitor the flight path of the airplane, troubleshoot our flight number, maintain a listening watch on both VHF L and the SATCOM call, and there was a stuck mike on the ZZZZ Control frequency. I verbalized we were not going to meet the altitude of 157 (4800M) at ZZZZZ2 and we were attempting to get in radio contact with ZZZZ Control on a frequency/radio that didn't have a stuck mike. We tried the VHF R, however there was no difference, there was a stuck mike on both VHF L/R - indicating the problem was not coming from within our airplane. About the time we were going to call ZZZZ Control on guard frequency, the stuck mike problem stopped. By now a few more miles/minutes had passed and I immediately told the PM to tell the controller we were not going to cross ZZZZZ2 at or above 157 (4800M), and we told them we were going to be crossing ZZZZZ2 at 148 (4500M) - ZZZZ control did not acknowledge that, nor did they subsequently say anything regarding the altitude, they merely gave us a subsequent routing clearance. There was no conflicting traffic observed, nor any TCAS alerts received.

We were finally able to resolve our call sign issue through working with operations and our Fleet Captain, which subsequently solved the confusion with ZZZZ control.

There were numerous contributing factors to this event. First and foremost the amount of stress and extra pressures felt as a result of dealing with all the COVID-19 issues daily - country entry restrictions, constant trip revisions, health/wellness checks, room confinement/quarantine, inadequate rest, and cumulative fatigue just to name a few. The

amount of physical, financial and emotional threats we are dealing with are having a cumulative and obvious effect of our performance on the flight deck. From the crew conversations and tone of those conversations before, during and after flights it is obvious that every single one of us are dealing with multiple threats that we are trying to mitigate even before stepping onto the flight deck. The distractions are overwhelmingly eroding safety on the flight line.

Even though this was an early morning departure out of ZZZZ1, I had not slept well the night before and, by departure time had already been awake over 5 hrs. I programmed the FMC with a transposed flight number, which ultimately led to the call sign confusion - some ACARS messages were being sent to the correct call sign of Aircraft XYXX and others to the incorrect one of Aircraft XXYX and I never caught that. Also, before takeoff there were numerous distractions - upon arrival at the airplane there were two mechanics on the flight deck doing [a software] update on the airplane which delayed and distracted my cockpit preflight and setup. When we received the DG was the first time I was aware we had dry ice which necessitated the FCAC (Forward Cargo Air Conditioning) on - so I also had to contact operations for new fuel burn numbers/penalty associated with that, we didn't have an excess amount of fuel to begin with so we had to hold the fuel truck and await new numbers from operations. From our arrival on the flight deck ramp personnel were pushing us to get us out early and were a constant interruption. The FO had never been to ZZZZ1 before so there was some instruction/guidance that was happening with correct procedures for our departure.

I should have prioritized better but became distracted with trying to monitor the aircraft, monitor a new FO doing FMS programming, and listening to both VHF/Satcom communications. Ultimately all these things contributed to me not meeting the altitude restriction at ZZZZZ2 - the language barrier, call sign confusion, radio frequency stuck mike, dealing with RVSM meters vs FL, fatigue and all the COVID-19 concerns and pressures listed above.

## Synopsis

Air carrier First Officer reported not meeting a crossing restriction and cited several distractions which contributed, including problems with call sign and concerns with COVID-19.

ACN: 1735386

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Flight Phase.Other

## Person

Reference : 1

Location Of Person.Aircraft : X

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

ASRS Report Number.Accession Number : 1735386

## Events

Anomaly.No Specific Anomaly Occurred : All Types

Detector.Person : Flight Crew

When Detected.Other

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Human Factors

Contributing Factors / Situations : Procedure

Primary Problem : Procedure

## Narrative: 1

In the interests of pilot safety, I have two ideas. First, pilots should only use iPads to access the Checklist, instead of constantly touching the physical checklist, which I've never seen anyone wipe with a cleanser. Secondly, since the FAA has already approved the new rule that oxygen be used above FL410 vs the old FL250, why doesn't the FAA pass that rule immediately. The last thing we need is for pilots to start coming down with the virus. Is this THE solution? Of course not, but it may lower the risk. Costs nothing and may provide benefit. Why not do it?

## Synopsis

Captain reported two safety ideas to assist with reducing exposure to COVID-19 in the flight deck.

ACN: 1734918

## Time / Day

Date : 202003

Local Time Of Day : 1801-2400

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Nav In Use : FMS Or FMC

Nav In Use : GPS

Flight Phase : Cruise

Route In Use : Direct

## Person

Reference : 1

Location Of Person : Company

Location In Aircraft.Other

Reporter Organization : Air Carrier

Function.Dispatch : Dispatcher

Qualification.Dispatch : Dispatcher

ASRS Report Number.Accession Number : 1734918

Human Factors : Time Pressure

Human Factors : Training / Qualification

Human Factors : Confusion

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

When Detected : In-flight

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Contributing Factors / Situations : Manuals  
Primary Problem : Ambiguous

## Narrative: 1

Aircraft X had an escalation of cause and concern when an unidentified passenger of the flight was seen coughing and blowing mucus from the nose while at the gate area.

A flight attendant on Aircraft X noticed a passenger coughing and blowing mucus from the nose. This flight attendant working the flight has a friend in [Management] and decided to call them. While enroute the Sector Manager alerted me that there is a belief that a passenger onboard may have symptoms of COVID-19 and the flight may be met at the gate by CDC (Center for Disease Control) agents. This of course necessitated an immediate call to the Captain operating the flight to ensure he and the flight deck crew were in the loop that his flight was possibly under suspicion of carry a passenger with COVID-19. The Captain called the lead Purser of the flight attendants and asked for an update. They said the passenger seemed fine now. The Captain confirmed through ACARS messaging and SATCOM updates that no preventative action was required. The flight arrived safely into ZZZ as scheduled and no CDC agents met the flight.

We had a bit of a communication breakdown as misinformation caused misunderstandings. It was initially believed a flight attendant called Medlink or [Operations Control] expressing concern for passenger. This was not the case. The Sector Manager approached me with updates and informed me of CDC personnel can be expected to approach the aircraft once it reached the gate. Fortunately this did not materialize as it turned out to be a false alarm. We are going to need more information on what policies or procedures may be implemented and how can we protect a passenger if they are falsely accused of having COVID-19. And if a passenger does have it and it is known how will the passengers onboard be informed and how will suspected COVID-19 infected passenger be safely removed from the aircraft? Will the aircraft be subject to quarantine? Will the flight be isolated from terminal and remotely parked? A lot of unanswered questions. [Operations Control] is making serious efforts to address the issue with a newly dedicated support team however this information in [publication] came out the day this event actually transpired and I was unable to use that service as recommended. We can expect an escalation of these COVID-19 incidents, especially in the next two months.

## Synopsis

Dispatcher reported there was concern and confusion regarding an ill passenger due to the lack of defined policy and procedures for situations involving COVID-19.

ACN: 1734850

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 3

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Cabin Furnishing

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

Experience.Flight Crew.Total : 10346

Experience.Flight Crew.Last 90 Days : 150

Experience.Flight Crew.Type : 575

ASRS Report Number.Accession Number : 1734850

Human Factors : Other / Unknown

Human Factors : Troubleshooting

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Airport  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Primary Problem : Ambiguous

## Narrative: 1

We arrived at the airplane in ZZZZ and shortly afterwards the Purser informed me that the gloves were missing from the Customer Service Kit. We called the station and requested additional gloves to be brought out to the airplane. A few minutes later a representative from ZZZZ came out to personally apologize and she informed me that the station was not equipped with any extra gloves. I discussed this with my crew and the flight attendants who informed me that they still had gloves in their possession from the previous flight, so it was decided that they had enough gloves to get them back to ZZZ. With the outbreak of the COVID-19 and the precautions that all employees are taking, I was surprised at the lack of basic supplies to help everyone follow our current procedures. Please pass along my suggestions that would ask the company to ensure adequate supplies be available.

Enroute to ZZZ, the Customer Kit was written up so that the missing gloves could be provisioned.

## Synopsis

Air Carrier Captain reported there were no protective gloves on the aircraft nor available at the station.

ACN: 1734698

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## Environment

Light : Night

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

Cabin Lighting : High

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : General Seating Area

Cabin Activity : Safety Related Duties

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1734698

Human Factors : Situational Awareness

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Other

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Passenger Misconduct

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Environment - Non Weather Related



## Narrative: 1

After overwing briefing, I noticed two passengers at the overwing wearing masks. I took it upon myself to inform them that they could not wear them during takeoff and landing in case of emergency as they would have to give commands for the exit. I was the B Flight Attendant and I notified the C Flight Attendant of what I said.

## Synopsis

Flight Attendant observed two passengers wearing face masks who were seated by exits and asked them to remove the masks during takeoff and landing in the event they needed be heard while giving commands during an emergency.

ACN: 1734659

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Ramp : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase : Parked

## Component

Aircraft Component : Aircraft Furnishing

Aircraft Reference : X

Problem : Improperly Operated

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Flight Deck

Reporter Organization : Air Carrier

Function.Flight Crew : Captain

Qualification.Flight Crew : Instrument

Qualification.Flight Crew : Air Transport Pilot (ATP)

Qualification.Flight Crew : Multiengine

ASRS Report Number.Accession Number : 1734659

Human Factors : Communication Breakdown

Human Factors : Other / Unknown

Communication Breakdown.Party1 : Flight Crew

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Ground Personnel

Communication Breakdown.Party2 : Maintenance

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Other / Unknown

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Crew

When Detected : Aircraft In Service At Gate

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Ambiguous

## Narrative: 1

On preflight of crew O2 masks the only available means of sanitizing the masks was SaniWipes. SaniWipes have been determined not to be effective against COVID-19 virus. CFR 135.89 requires use of O2 mask if one pilot leaves flight station above 25,000 feet MSL. Adequate means of sanitizing the masks is required.

Adequate means of sanitizing masks is required ASAP.

## Synopsis

Air Carrier Captain reported the only available means to clean the crew O2 mask was to use SaniWipes, which are reportedly inadequate.

ACN: 1733973

## Time / Day

Date : 202003

Local Time Of Day : 0001-0600

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

## Component

Aircraft Component : Drinkable/Waste Water Syst

Aircraft Reference : X

Problem : Failed

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Lavatory

Cabin Activity : Service

Cabin Activity : Safety Related Duties

Cabin Activity : Deplaning

Cabin Activity : Boarding

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

ASRS Report Number.Accession Number : 1733973

Human Factors : Other / Unknown

Human Factors : Communication Breakdown

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Maintenance

Communication Breakdown.Party2 : Other

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Detector.Person : Flight Attendant

When Detected : Aircraft In Service At Gate

When Detected : Taxi

When Detected : In-flight

When Detected : Routine Inspection

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Contributing Factors / Situations : Procedure

Primary Problem : Ambiguous

## Narrative: 1

Walking down the jet bridge my crew and I were met by the inbound crew who informed us that the aircraft did not have running water in both main cabin bathrooms. They were informed by Maintenance that the aircraft was to be taken out of service when it reached ZZZ, so they were surprised to see the flight going immediately back out. In light of the recent spread of COVID-19, I was concerned and uncomfortable to be working on an aircraft in which main cabin passengers would not be able to wash their hands. I informed the Captain and the Gate Supervisor that we were uncomfortable with this situation. Supervisor informed me she was calling the Tower and also asked the cleaners to bring hand sanitizer. No one attempted to discuss the situation any further with me, and boarding began. We departed for ZZZ1 with one working sink.

While I understand on-time performance is very important, I think protecting customers and crewmembers should be of higher priority. We've been told repeatedly that the best thing to prevent the spread of COVID-19 is to wash your hands with soap and water. The water should have been fixed, or another aircraft should have been substituted.

## Synopsis

Flight Attendant reported the aircraft departed with one working lavatory sink which impacted the ability of crew and passengers to wash their hands to help prevent the spread of COVID-19.

ACN: 1733947

## Time / Day

Date : 202003

Local Time Of Day : 0601-1200

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

ATC / Advisory.Tower : ZZZ

Aircraft Operator : Air Carrier

Make Model Name : Commercial Fixed Wing

Crew Size.Number Of Crew : 2

Operating Under FAR Part : Part 121

Flight Plan : IFR

Mission : Passenger

Flight Phase.Other

Airspace.Class B : ZZZ

## Component

Aircraft Component : Drinkable/Waste Water Syst

Aircraft Reference : X

Problem : Failed

Problem : Malfunctioning

## Person

Reference : 1

Location Of Person.Aircraft : X

Location In Aircraft : Lavatory

Cabin Activity : Service

Reporter Organization : Air Carrier

Function.Flight Attendant : Flight Attendant (On Duty)

Qualification.Flight Attendant : Current

ASRS Report Number.Accession Number : 1733947

Human Factors : Communication Breakdown

Human Factors : Other / Unknown

Human Factors : Troubleshooting

Communication Breakdown.Party1 : Flight Attendant

Communication Breakdown.Party2 : Maintenance

Communication Breakdown.Party2 : Ground Personnel

## Events

Anomaly.Aircraft Equipment Problem : Less Severe

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Flight Attendant

When Detected : Pre-flight

When Detected : Aircraft In Service At Gate

When Detected : Taxi

When Detected : In-flight

When Detected : Routine Inspection  
Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Aircraft  
Contributing Factors / Situations : Company Policy  
Contributing Factors / Situations : Environment - Non Weather Related  
Contributing Factors / Situations : Human Factors  
Primary Problem : Company Policy

## Narrative: 1

I worked two flights on tail Aircraft X with one AFT LAV sink inoperable. Although the sink in the other AFT LAV worked, neither LAVs had soap for crew and/or passengers to wash their hands. When we asked for soap, I was only provided with one extra bottle of alcohol-free hand sanitizer and SANI-COM wipes. Given the current Coronavirus pandemic, being able to properly wash hands for both crew and passengers is imperative. Being we had a five hour rolling delay due to a mechanical issue, soap easily could have been provided.

Provide crew and passengers with soap and working LAVs to wash their hands.

## Synopsis

Flight Attendant reported one lavatory sink inoperative and no hand soap available on multiple flights.

ACN: 1733143

## Time / Day

Date : 202003

## Place

Altitude.AGL.Single Value : 0

## Aircraft

Reference : X

Make Model Name : No Aircraft

## Person

Reference : 1

Location Of Person : Company

Reporter Organization : Air Carrier

Function.Flight Crew : Pilot Not Flying

ASRS Report Number.Accession Number : 1733143

Human Factors : Other / Unknown

## Events

Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy

Detector.Person : Other Person

Result.General : None Reported / Taken

## Assessments

Contributing Factors / Situations : Company Policy

Contributing Factors / Situations : Environment - Non Weather Related

Primary Problem : Ambiguous

## Narrative: 1

With the recent concerns regarding COVID-19, I see two areas [where] we can make some improvements to enhance the Safety of our Passengers and Crew.

1. Wash your hands often with soap and water for at least 20 seconds, especially after coughing or sneezing. If soap and water are not available, use hand sanitizer. This is very hard to do in an aircraft lav. I would suggest, effective immediately, we place hand sanitizer (with the WHO recommended alcohol content) in all aircraft lavs at all times.

2. It appeared that starting about six months ago, Ground Ops would often open the potable water servicing door upon arrival (as opposed to when service was about to take place). Before COVID-19 this was more of just an inconvenience to through Passengers (no lav water in the sink) - now it is more of a safety issue; I would recommend Ground Ops disable the potable water during servicing for only the minimum amount of time required to complete servicing. Many thanks for taking the time to read this report.

## Synopsis

Air carrier pilot gave suggestions to improve passenger safety during the COVID-19 pandemic.



ACN: 1711682

## Time / Day

Date : 201912

## Aircraft

Reference : X  
Aircraft Operator : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Crew Size.Number Of Crew : 3  
Operating Under FAR Part : Part 121  
Flight Plan : IFR  
Mission : Passenger  
Flight Phase : Cruise  
Airspace.Class A : ZZZZ

## Person

Reference : 1  
Location Of Person.Aircraft : X  
Location In Aircraft : Flight Deck  
Reporter Organization : Air Carrier  
Function.Flight Crew : First Officer  
Function.Flight Crew : Pilot Flying  
Qualification.Flight Crew : Air Transport Pilot (ATP)  
Qualification.Flight Crew : Instrument  
Qualification.Flight Crew : Flight Engineer  
Experience.Flight Crew.Total : 3610.77  
Experience.Flight Crew.Last 90 Days : 213.05  
Experience.Flight Crew.Type : 3610.77  
ASRS Report Number.Accession Number : 1711682  
Human Factors : Distraction  
Human Factors : Situational Awareness

## Events

Anomaly.Flight Deck / Cabin / Aircraft Event : Illness / Injury  
Anomaly.Deviation / Discrepancy - Procedural : Published Material / Policy  
Anomaly.Deviation / Discrepancy - Procedural : FAR  
Detector.Person : Flight Attendant  
When Detected : In-flight  
Result.Flight Crew : Diverted  
Result.Air Traffic Control : Provided Assistance

## Assessments

Contributing Factors / Situations : Human Factors  
Primary Problem : Human Factors

## Narrative: 1

After Flight Attendant called up letting us know passenger in seat X was on O2 and complaining of chest pains and shortness of breath. We notified the Captain while he was on rest. FO proceeded to call Medlink. Communicated with Medlink Doctor and Dispatch and decided to continue after all information on ill passenger was ascertained and latest

update on passenger was that he was feeling better and off O2.

Approximately 30 minutes later we were again notified from the Flight Attendants and now all cabin lights were on and the passenger had become very ill. They applied the AED to the passenger. He was also having a seizure. Captain returned to the Flight Deck and Medlink was then called again.

Medlink Doctor was updated on passenger's decline and the recommendation was made to divert. Captain and Dispatcher agreed and ZZZZ was chosen for medical facilities. [We advised ATC] and ATC then cleared us direct to ZZZZ. Uneventful landing. Dispatch did a wonderful job coordinating our diversion to ZZZZ. Paramedics and Operations Personnel met the aircraft immediately after we parked.

After passenger was seen by Paramedics, we as a crew briefed legality to operate the flight from ZZZZ to ZZZZ1. Captain had insufficient rest as he did not get the his required 2:00 hours of crew rest. He was interrupted about a hour in. Pilot monitoring First Officer did not get any rest. Not only did she not get her required 90 mins minimum rest, she never left the flight deck. Per FAR 117 we as a crew agreed that we were not legally and fit to fly the ZZZZ-ZZZZ1 leg.

## Synopsis

First Officer reported a passenger illness causing a diversion which then led to the crew not having enough rest to continue flight.